Navy Personnel Research, Studies, and Technology Department
Navy Personnel Command (NPRST/PERS-1)
Millington, TN, 38055-1000 NPRST-TN-02-5 September 2002

Navy Quality of Life (QOL) Program Contributions to Readiness and Retention. Volume 1: Design and Methodology

Michael J. Schwerin
Paul G. Michael
Zannette A. Uriell

20021008 228

Approved for public release; distribution is unlimited.

NPRST-TN-02-5 September 2002

Navy Quality of Life (QOL) Program Contributions to Readiness and Retention

Volume 1: Design and Methodology

Michael J. Schwerin
Paul G. Michael
Zannette A. Uriell

Reviewed and Approved by
Mary Sue Hay
Institute for Organizational Assessment

Released by
Murray W. Rowe
Director

Approved for public release; distribution is unlimited.

Navy Personnel Research, Studies, and Technology
Navy Personnel Command
5720 Integrity Drive
Millington, TN 38055-1400

REPORT DOCUMENTATION PAGE

Form Approved
OMB No. 0704-0188

Public reporting burden for this collection of information is limited to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503.

1. AGENCY USE ONLY *(Leave blank)*	2. REPORT DATE	3. REPORT TYPE AND DATE COVERED
	September 2001	November 1999-August 2000

4. TITLE AND SUBTITLE
Navy Quality of Life (QOL) Program Contributions to Readiness and Retention. Volume 1: Design and Methodology

5. FUNDING NUMBERS
Job Order: 03DR01

6. AUTHOR(S)
Michael J. Schwerin, Paul G. Michael, & Zannette A. Uriell

7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES)
Navy Personnel Research, Studies, and Technology
Navy Personnel Command
5720 Integrity Drive
Millington, Tennessee 38055-1000

8. PERFORMING ORGANIZATION AGENCY REPORT NUMBER
NPRST-TN-02-5

9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)
Navy Personnel Research, Studies, and Technology
Navy Personnel Command (PERS-14)
5720 Integrity Drive
Millington, TN 38055-1400

10. SPONSORING/MONITORING

11. SUPPLEMENTARY NOTES

12a. DISTRIBUTION/AVAILABILITY STATEMENT
Approved for public release; distribution is unlimited.

12B. DISTRIBUTION CODE
A

13. ABSTRACT (Maximum 200 words)

Quality of Life (QOL) decision-makers need complete and accurate information that will help them determine if funded QOL programs are actually contributing to positive perceptions of Navy life, and which of them have the greatest impact. The objective of this project was to design and implement a QOL assessment system and methodology that could be applied to the entire spectrum of QOL programs in the Navy. Such a system required measures that were specific enough to capture the variability of the various programs, but had sufficient consistency across programs to facilitate comparisons. Additionally, the QOL Program Contributions project captured program-specific data that was expected to help link Navy QOL programs with highly desirable military outcomes (i.e., impact on personal readiness and retention intent). The conceptual considerations involved in this project centered on creating a common metric that could be used to evaluate these seemingly dissimilar QOL programs. In addition to the program evaluation measures, items designed to measure the impact of QOL programs on highly desirable military outcomes (i.e., personal readiness and retention intent) were developed and evaluated. An additional consideration was whether the program rating could be directly related to the outcome measure or whether the program's impact on QOL served as a mediator variable as previous research has indicated when used in domain research.

14. SUBJECT TERMS
Program Evaluation, Cluster Evaluation, Quality of Life, Readiness, Retention

15. NUMBER OF PAGES
51

16. PRICE CODE

17. SECURITY CLASSIFICATION OF REPORT	18. SECURITY CLASSIFICATION OF THIS PAGE	19. SECURITY CLASSIFICATION OF ABSTRACT	20. LIMITATION OF ABSTRACT
UNCLASSIFIED	UNCLASSIFIED	UNCLASSIFIED	UNLIMITED

FOREWORD

This effort was funded by the Office of Naval Research (ONR) under the Program Element number PE 0604703N, L1822, sponsored by the Assistant Commander Navy Personnel Command for Personal Readiness and Community Support (PERS-6). The objective of this study was to design an assessment system and methodology that could be applied to the entire spectrum of Navy Quality of Life programs in order to evaluate their impact on desired military outcomes.

The authors wish to thank the funding sponsor, RADM Annette Brown (PERS-6), and Project Officers, CDR Arthur Cotton and CDR Phillip Gonda (PERS-00N) for their assistance in this project. A number of subject matter experts at the base-, regional-, claimant-, and headquarters-level provided invaluable assistance in developing the program evaluation measures and collecting survey data.

Murray W. Rowe
Director

SUMMARY

Introduction

Quality of life (QOL) is a complex concept that represents a significant investment by the Navy. Decision-makers need complete and accurate information that will help them determine if funded QOL programs are actually contributing to positive perceptions of Navy life, and which of them has the greatest impact. This project was designed to supplement the Navy's QOL Domain Survey with specific data on how well individual QOL programs meet the needs of Navy personnel. Used in conjunction with regular assessments of QOL, this was expected to provide valuable and timely information for program planning and resource allocation.

With the advent of an all-volunteer force, maintaining QOL at acceptable levels moved from being a concern to a necessity for attracting and retaining qualified personnel, gaining more importance as the competition with private industry for highly skilled people has grown. Many organizations, including the military, have turned their attention to regular assessment of QOL in an effort to assure that changing needs and expectations are being met.

The QOL program assessment phase of this study was designed to specifically ask how well Navy QOL programs meet Sailor needs and contribute to QOL. Both types of information (domain-based life needs and specific program assessments) are important for policymakers. Information from the domain-based questionnaire provided the data to model relationships between QOL and desired military outcomes such as retention, readiness, or performance. While QOL domain data indicate life needs that affect bottom-line outcomes, they are less useful for assessing the relationships among QOL and the programs presently in place.

The objective of this project was to design and implement a QOL assessment system and methodology that could be applied to the entire spectrum of QOL programs in the Navy. Such a system required measures that were specific enough to capture the variability of the various programs, but had sufficient consistency across programs to facilitate comparisons. Additionally, the QOL Program Contributions project captured program-specific data that was expected to help link Navy QOL programs with organizational outcomes (i.e., impact on personal readiness and career intentions).

Design Issues

The conceptual considerations involved in this project centered on creating a common metric that could be used to evaluate these seemingly dissimilar QOL programs. In addition to the program evaluation measures, items designed to measure the impact of QOL programs on desirable military outcomes (i.e., personal readiness and retention intent) needed to be developed and evaluated. Another conceptual consideration was whether the program rating could be directly related to the outcome measure or whether the program's impact on QOL served as a mediator variable as previous research has indicated when used in domain research (Kerce, 1995; White, Baker, & Wolosin, 1999).

Specifically, this study was designed to evaluate this research approach and examine results from the pilot study of 13 QOL programs at three Fleet concentration areas. Data were expected

to help QOL program managers to evaluate how well patrons rate programs in terms of quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost); impact on program objectives (i.e., Reasons for Being); and the relationship between programs and organizational outcomes (i.e., QOL, readiness, and career intentions).

Methods

Authorized program users (i.e., active duty military, dependents of active duty, retirees, and government civilians) were surveyed with a focus on active duty program users, unless the program specifically serviced dependents (e.g., Spouse Employment Assistance Program). Surveys were administered at three Navy Fleet concentration areas: two in the continental United States (East Coast CONUS and West Coast CONUS) and one outside the continental United States (OCONUS). Specifically, Hampton Roads Virginia, Southern California, and Yokosuka Japan represented each region. Headquarters-level program managers selected the data collection locations because they were the largest, most representative areas in each region.

Program assessment surveys focused on QOL program Reasons for Being—statements that reflect the intended purpose(s) of QOL programs. Navy Reasons for Being were developed by headquarters-level QOL program managers from those previously used by the U.S. Marine Corps. Each QOL program manager identified a program's Reasons for Being. Specifically, the Navy is keenly interested in not only how a program has affected QOL, but also a program's impact on key organizational outcomes (i.e., QOL, readiness, and retention). Measures for each of these outcomes were included.

Program assessment surveys were administered at various QOL programs facilitated by Morale, Welfare, and Recreation (MWR); Fleet and Family Support Centers (FFSC); the Navy College Program (NCP); and the Chaplains Religious Enrichment Delivery Operation (CREDO). Additionally, a program evaluation of the Nutrition Education program was combined with an evaluation of? its point of implementation – Navy galleys. Procedurally, the QOL research team pre-briefed QOL stakeholders at the base-, regional-, claimant-, and headquarters-level to introduce the study and describe the data collection methodology. Subsequently, surveys were distributed and collected from program patrons at the point of service. Analyses focused on determining the relationship between programs and outcomes as well as examining the possible mediating effect of QOL on the organizational outcome items.

Summary

This report represents a summary of the background, research approach and analysis plan developed for the Navy QOL Program Contributions project. This research and development (R & D) project was expected to provide program managers at the base-, regional-, claimant-, and headquarters-level with opinion data from their patrons regarding how well each program meets patron needs and impacts organizational outcomes (i.e., readiness and career intentions). Eventually, with the help of program managers, this program evaluation data can be combined with program cost and utilization data to provide QOL decision-makers with a way of quantifying the return on investment (or "bang for the QOL buck") to support resource allocation decisions.

Contents

Introduction 1
Problem 1
Objectives 2
Background 2
Design Issues 5
Consistent Measures 5
Research Questions 6
Methods 7
Participants 7
Instruments 7
Program Measures – Reasons for Being 7
Program Measures – Program Quality 8
Outcome Measures 8
Design and Procedure 9
Design—Conceptual Model 9
Design—Programs 11
Procedure 13
Analyses 14
Implementation 15
QOL Decision Support System 15
QOL Program Evaluation Surveys 15
Summary 14
Appendix A: Program Plans and Models A-0
Appendix B: Program Evaluation Surveys B-0

Introduction

In 1999 the Assistant Chief of Naval Personnel for Personal Readiness & Community Support (PERS-6) requested that the Chief of Naval Personnel (CNP) prioritize research and development funding for Navy Personnel Research, Studies, and Technology (NPRST) to conduct a quality of life (QOL) needs assessment and QOL program evaluation. The QOL needs assessment (i.e., the QOL Domain Study) examined Sailor QOL needs and how they are related to readiness and retention. The QOL program evaluation examined how well QOL programs are meeting their primary objectives and contributing to Sailor readiness and retention.

Problem

Good military commanders have always been concerned about the health, morale, and well being of their personnel—that is, their quality of life (QOL). With the advent of an all-volunteer force, maintaining QOL at acceptable levels moved from being a concern to a necessity for attracting and retaining qualified personnel, gaining more importance as the competition with private industry for highly skilled people has grown. Many organizations, including the military, have turned their attention to regular assessment of QOL in an effort to assure that changing needs and expectations are being met.

Traditionally, other Navy projects in the QOL research program concentrate on developing and refining the best methodology for continuous monitoring of Navy-wide QOL. These efforts center around a comprehensive, domain-based questionnaire administered to representative samples of active-duty Navy personnel. Within a framework of life domains, respondents provide subjective information about various aspects of their lives as well as their feelings about their QOL, overall. This methodology provides information about the areas (domains) of life that are satisfying to Navy members and indications of areas where there are problems resulting in dissatisfaction.

The QOL program assessment phase of this study was designed to specifically ask how well Navy QOL programs meet Sailor needs and contribute to QOL. Both types of information (domain-based life needs and specific program assessments) are important for policymakers. Information from the domain-based questionnaire provides the data to model relationships between QOL and desired military outcomes such as retention, personal readiness, or performance. Causal modeling techniques provide statistical evidence to show that improvements in QOL lead to positive bottom-line outcomes for the Navy. While QOL domain data indicate life needs that affect bottom-line outcomes, they are less useful for assessing the relationships among QOL and the programs presently in place.

There are several reasons that QOL domain data are inappropriate for assessing the contribution of a particular program. First, typically there is not a direct correspondence between any single program and a life domain. Most programs have an impact on more than one life domain, and a single domain may be influenced by more than one program. For example, housing programs can be seen to affect perceptions of the residence, neighborhood, and income/standard of living. A second reason is related to participant selection: the basic QOL questionnaire requires a random sample that is representative of all Navy members, but the effects of programs on QOL can best be determined by querying program users only. Immediacy is an issue here as well; with

programs constantly evolving, the target population for assessing program contributions should be current users in order that the outcome of modifications and changes can be studied.

Decision-makers need complete and accurate information that will help them determine if funded QOL programs are actually contributing to positive perceptions of Navy life, and which of them has the greatest impact. This project was designed to supplement the Navy's QOL Domain survey with specific data on how well individual QOL programs meet the needs of Navy personnel. Used in conjunction with regular assessments of QOL, this was expected to provide valuable and timely information for program planning and resource allocation.

Objectives

This report outlines the research plan and objectives of the Navy QOL Program Contributions project. Specifically, the primary objective of this project was to design and implement a QOL assessment system and methodology that could be applied to the entire spectrum of QOL programs in the Navy. Such a system required measures that were specific enough to capture the variability of the various programs, but had sufficient consistency across programs to facilitate comparisons. Additionally, the QOL Program Contributions project captured program-specific data that were expected to help link Navy QOL programs with highly desirable military outcomes (i.e., impact on personal readiness and retention intent).

The initial phase of this effort addressed major research design issues, such as the level of complexity introduced by evaluating dissimilar programs, the need for consistency in the measurement of QOL impact, and establishment of an economical field data collection methodology. The specific products of this project include the following:

- The design of a workable, self-sustaining assessment methodology to evaluate the contributions of a variety of QOL programs. Data were used to assess a number of diverse QOL programs using a common approach.
- A prototype version of an easy-to-use, data-rich, relational database (QOL decision support system) was created and can be periodically updated so that QOL program managers and other decision makers can query the system and have answers regarding QOL programs based on the latest available data.

Background

Previous QOL research first focused on identifying Sailor/Marine needs (Booth-Kewley and Thomas, 1993). Subsequent QOL research extended the reach of life need research by determining the relationship between life needs and global QOL (Wilcove, 1996). Kerce (1995), White, Baker, and Wolosin (1999), and Wilcove, Schwerin, and Wolosin (2000) extended the research even further by examining the relationship between life needs and global QOL, and then between global QOL and career intentions.

Kerce (1995) made several recommendations to the U.S. Marine Corps (USMC) from the results of the QOL life needs data. Three of five recommendations made were based on an intuitive linking between the life needs and the USMC QOL program that might address each life need. The USMC subsequently increased funding in several life areas, and follow-up USMC Domain research showed a marginal increase in QOL. One limitation of this approach is that the

linkage between life needs and QOL programs are quite complex. Kerce (1998) recognized the problem of intuitively linking individual QOL programs to life needs (or life domains):

> "Because programs typically have an impact in more than one life domain and because each life domain is likely to be affected by more than one program, neither domain nor global evaluations automatically point to the success or failure of a specific program. (p. 2)"

Kerce (1998) and Kerce, Sheposh, and Knapp (1999) addressed this shortcoming by designing a program evaluation system that targeted a broad range of QOL programs in the USMC. A key component of this approach was the inclusion of several different levels of outcome measures—program-specific outcomes (e.g., did a client of the financial management program report feeling more in control of their finances after using the program) and higher-order QOL outcomes (e.g., how well does the financial management program meet general QOL needs). Kerce (1998) did this by developing Reasons for Being—items that reflect higher-order QOL program outcomes (e.g., increase satisfaction with military life, demonstrate the military's concern for Servicemembers and their families, helps me concentrate on my job, etc). USMC QOL program managers then selected from this list of seven program objectives ones that were most relevant for their program, and these objectives were included in the program evaluation measures. Data were collected from program patrons at the point of service. Programs were then evaluated on how well patrons felt that individual USMC QOL programs met their prescribed objectives.

Findings from Kerce et al. (1999) indicated that the program evaluation methodology was an effective way of evaluating program impact using outcome measures at two different levels. Study limitations centered on the limited timeframe of the pilot study (3-weeks) and the relatively low number of participants in the study (6,964 USMC QOL program users at 4 USMC bases). Also, the author's ability to create a cost/benefit ratio was limited by the paucity of standardized funding, utilization, and staffing data.

The Navy QOL Program Contributions study was initiated by the Chief of Naval Personnel in response to an increasing demand for quantitative assessment of QOL in the Navy. This assessment of QOL was split along the same lines as it had been for the USMC: a needs assessment and an evaluation of individual QOL programs. The Navy QOL Domain Survey was first administered in 1999 (conducted biennially) to evaluate Sailor life needs and examine the relationship between those life needs and organizational outcomes (i.e., job performance and career intentions; see Wilcove, Schwerin, & Wolosin, 2000).

As part of her program evaluation methodology, Kerce (1998) proposed that QOL program evaluation surveys be linked (by Social Security Number) to USMC QOL Domain Surveys in order to examine the relationship between program use and its perceived impact on organizational outcome measures (i.e., job performance, readiness, and career intentions). The need for this link between program evaluation data and QOL Domain data seemed crucial to the success or failure of the initiative.

> "The QOL data base will continue to be used to model the relationships between perceived QOL and the desired military outcomes. Without those data, a much more complex approach would have been necessary in order to assess program impact on readiness, retention and performance...All of this means, however that the most vital

analytic procedures will need to be performed using files that combine the two sets of data (p. 14)"

Kerce et al. (1999) was unable to link program patron data to organizational outcomes (i.e., job performance, readiness, and career intentions). She relied on naturally occurring matches between the USMC Domain Survey respondent population and the QOL Program Contributions respondent population. Unfortunately, there were few natural matches, and the link between the USMC QOL Domain Survey and the USMC QOL Program Contributions surveys could not be made.

The Navy QOL Program Contributions study initially planned to employ Kerce's plan of linking QOL Program Contributions evaluation surveys with Navy QOL Domain Surveys as a means of obtaining data on QOL program patron life needs and organizational outcomes. The authors intended to employ a methodology of follow-up surveys: if a QOL program patron completed a program evaluation survey, they would receive a follow-up Navy QOL Domain Survey several months later. This would solve the problem of naturally occurring matches, guaranteeing a link to the data-rich Navy QOL Domain Survey. Instead, after considering the time and cost of using the QOL Domain Survey as a means of collecting organizational outcome data, we decided to include organizational outcome items on the program evaluation surveys.

Kerce's contention is true in that the most essential relationships to be examined were those linking the program to the organizational outcomes (i.e., readiness, job performance, and retention). The authors would contend that it is not necessarily overly complex to add several cursory organizational outcome items to these brief program evaluation measures. A potential limitation to including these organizational outcome items was that for the sake of keeping the evaluation survey brief, the items needed to be few in number and somewhat direct. This precluded us from using several items to measure the constructs of interest. The USMC and Navy QOL Domain Survey measures do a somewhat better job of comprehensively measuring organizational outcomes, but each of those measures rely on respondent self-report estimation as well.

The Navy QOL Program Contributions began in late-1999/early-2000 with the goal of testing and refining the Kerce (1998) program evaluation methodology as well as using the data from the pilot evaluation project to evaluate these QOL programs. Specifically, this pilot program evaluation was to focus on evaluating patron satisfaction with a number of QOL programs, assess program impact on program patrons, and determine the strength of the relationship between individual QOL programs and organizational outcomes (e.g., readiness and career intentions) at a Navy-wide level.

One way of evaluating programs at the local and corporate levels, popular among large non-profit grant foundations, is through cluster evaluation[1]. Cluster evaluation is an approach that was first used in 1988 by Dr. Ronald Richards of the William K. Kellogg Foundation (Sanders, 1997) and is now commonly used by other national grant foundations (i.e. Ann E. Casey, Public Welfare Foundation, etc). This type of program evaluation was designed to "evaluate a program that is being administered at different [autonomous] program sites aimed at bringing about a common general change." (Sanders, 1997, p. 397) The emphasis of the evaluation can be either

[1] For more information on cluster evaluation see Barley & Jenness (1993), W. K. Kellogg Foundation (1992), W. K. Kellogg Foundation (1995), or W. K. Kellogg Foundation (1998).

formative (i.e., process-oriented) or summative (outcome-oriented), although most appear to be summative evaluations. The basic characteristics of a cluster evaluation are: "(a) it is holistic, (b) it is outcome oriented, (c) it seeks generalizable learning, and (d) it involves frequent communications and collaborations among the partners." (Sanders, 1997, p. 399) The end-users of a cluster evaluation are the local program managers as well as the corporate-level program managers.

Beyond the ability to provide a super-ordinate level evaluation of several similar yet autonomous program evaluations, the strength of a cluster evaluation is its responsiveness to sponsor needs and the synergism created by incorporating local program facilitators into the evaluation process. Additionally, it allows headquarters to communicate expectations of their programs to field program sites. Unfortunately, one major limitation of cluster evaluations and of this study is that it demonstrates the relationship between programs and outcomes—not causation.

This evaluation met all of the criteria listed above for a cluster evaluation. The authors included evaluation measures useful at the local-, regional-, and headquarters-level. The outcome measures evaluated two types of summative outcomes—program outcomes (i.e., has the program met its primary objectives) and military outcomes (QOL, readiness, and retention). Due to the broad scope of the sample (two CONUS and one OCONUS Fleet concentration areas that have a broad range of Navy communities present—Surface Warfare, Aviation, Submarine, and Shore) the results were expected to be generalizable at the local, regional, and Navy level. Finally, the research team briefed decision-makers and program coordinators at all levels in the Navy (local, regional, claimant, and headquarters) to ensure cooperation and incorporate changes they might recommend. Additionally, this study served as a cluster evaluation of 13 separate QOL programs—a project well beyond the scope of a usual cluster evaluation.

This study sought to extend Kerce's program evaluation methodology by including self-report measures of QOL, personal readiness, and retention intent in order to model the impact of individual QOL programs on those outcomes. The results from this evaluation were expected to provide QOL decision-makers with a methodology that will help them evaluate a number of QOL programs on a common metric as well as data that can be used to quantify the perceived impact of QOL programs on personal readiness and career intentions.

Design Issues

Consistent Measures

One challenge to QOL program managers and resource sponsors is lack of program evaluation data collected over time so as to examine improvements or decrements in program performance. When QOL program data does exist, they rarely allow for comparisons across a broad range of programs. This is primarily due to the fact that most QOL program area managers (i.e., Morale, Welfare, and Recreation; the Fleet and Family Support Program; the Navy College Program; etc.) conduct separate studies of their own programs. These evaluations are typically conducted by separate research organizations and fail to provide data that allow for one QOL program area to be compared against another. As with Kerce (1998), the Navy QOL Program Contributions study sought to develop a common metric that would allow each of the 13 QOL

programs included in this study to be compared to one another. Thus, each of the 13 program evaluation measures incorporated a common set of items:

- An item that defined the participant's status with the military (i.e., active duty Navy, spouse of active duty Navy, active duty service member from another service, spouse of active duty service member from another service, Department of Defense (DoD) civilian, retiree, or other).
- Social Security Number: used to validate self-report of retention intent with actual retention behavior (at a later date).
- Sub-program used. Oftentimes a larger program comprises several sub-programs.
- Program specific items that described what brought the patron to the program.
- Program objectives or Reasons for Being.
- Program measures of quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost).
- Outcome measures: self-report items focused on QOL, personal readiness, and retention.
- Housing status: base housing, military housing off-base, civilian housing, shipboard berthing, or bachelor quarters ashore.
- Date of survey completion.

Program managers were allowed some latitude in identifying program-specific questions for which they wanted to collect data. Some program managers wanted to know how a program patron learned of the program while others wanted to know how frequently a patron used a program. Overall, program measures were consistent in the directions given to participants, type of questions asked, and item response options.

Research Questions

Specifically, this study was designed to evaluate this research approach and examine results from the pilot study of 13 QOL programs at three Fleet concentration areas. For each QOL program, this study was designed to answer the following questions:

1. How do Sailors rate each program in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service and value of services in relation to cost)?
2. How well is each QOL program meeting its primary objectives (i.e., Reasons for Being)?
3. Which programs have the greatest perceived impact on Sailors on mission-related organizational outcomes (i.e., QOL, personal readiness, and career intentions)?
4. . What differences in patron evaluations exist among Navy locations (CONUS East vs. CONUS West vs. OCONUS)?

An outline of the research questions, data sources, and a conceptual model for each program under study appear in Appendix A.

Methods

Participants

Authorized program users (i.e., active duty military, active duty dependents, retirees, and government civilians) were surveyed with a focus on active duty program users, unless the program specifically serviced dependents (e.g., Spouse Employment Assistance Program). Surveys were administered at three Navy fleet concentration areas: two in the continental United States (East Coast CONUS and West Coast CONUS) and one outside the continental United States (OCONUS). Specifically, Hampton Roads Virginia, Southern California, and Yokosuka Japan represented each region, respectively. Headquarters-level program managers selected the data collection locations because they were the largest, most representative areas in each region.

Within the Hampton Roads Virginia area, surveys were collected at Naval Air Station Oceana, Naval Amphibious Base Little Creek, Fleet Combat Training Center Dam Neck, and Naval Station Norfolk. In the Southern California area, surveys were collected at Naval Station San Diego, Naval Amphibious Base Coronado, Naval Air Station North Island, Naval Submarine Base Point Loma, Naval Air Facility El Centro, and Naval Weapons Station Seal Beach. Within the Yokosuka Japan area, surveys were collected at Commander Fleet Activities Yokosuka and two nearby support activities at Negishi and Ikego.

Instruments

Program Measures—Reasons for Being

Program assessment surveys focused on QOL program Reasons for Being—statements that reflect the intended purpose(s) of QOL programs. Navy Reasons for Being were developed by headquarters-level QOL program managers from those previously used by the U.S. Marine Corps. Each QOL program meets at least one of the Reasons for Being and QOL program managers have identified a program's Reasons for Being. The Navy Reasons for Being reflect how a QOL program serves to: (Changed numbering)

1. Promote the physical and psychological wellbeing of members, maintaining quality of life at a level to attract qualified men and women to the Navy.
2. Promote the physical and psychological wellbeing of members, maintaining quality of life at a level to retain qualified men and women to the Navy.
3. Provide a level of support that allows members to concentrate on their mission.
4. Provide a level of support that allows availability for deployment.
5. Provide educational opportunities that lead to personal satisfaction, maximization of individual contributions, and maintenance of the expertise required for the Navy of the future.
6. Demonstrate concern for members and their families to enhance morale and commitment to the Navy.

7. Make available the skills and tools to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles.
8. Help to ensure the health and safety of USN personnel and their families.
9. Increase personal and family satisfaction with adaptation to military life style.

Program Measures—Program Quality

Additional program quality items were included to gain some insights that would be important in evaluating facility-specific issues. Items used in previous Morale, Welfare, and Recreation (MWR) customer satisfaction surveys were included on each program evaluation survey. These items rated each program in terms of its hours, facilities, range of services/programs, customer service, quality of services, and value relative to cost on a five-point scale (where 1 = much worse than expected and 5 = much better than expected with an additional don't know/not applicable option).

Outcome Measures

Previous QOL Program Evaluation efforts have stopped short of the key military outcomes that are of particular interest to the Navy. Specifically, the Navy is keenly interested in not only how a program has effected QOL, but also a program's impact on recruiting, readiness, and retention. The following military outcome measures have been developed for testing for this program evaluation. These outcome measures evaluate how a program:

1. Contributes to my QOL in the military.
2. Contributes to the Navy's ability to recruit.
3. Contributes to a Sailor's overall readiness.

Additionally, a career intent question, used in previous QOL Domain research, was included to determine the career plans of program users. The response options for this item included the following:

1. I intend to remain in the Navy until eligible for retirement.
2. I am eligible for retirement, but intend to stay in.
3. I intend to stay in, but not until retirement.
4. I'm not sure what I intend to do.
5. I intend to leave the Navy as soon as I am able.
6. I am eligible to retire and plan on retiring after this tour.
7. I intended to remain on active duty, but I am being involuntarily separated.

After sorting respondents who are retiring or being involuntarily separated, the response options were re-scaled to the following scale (1 = low career intent to 4 = high career intent):

1. I intend to leave the Navy as soon as I am able.
2. I'm not sure what I intend to do.
3. I intend to stay in but not until retirement.
4. I intend to remain in the Navy until eligible for retirement.

Design and Procedure

Design—Conceptual Model

A test was conducted of two models that were to demonstrate the impact of QOL programs on readiness and retention. The first model (see Figure 1) examined the relationship between a program meeting its primary objectives (i.e., Reasons for Being) and the military outcome (e.g., readiness and career intentions). The second model (see Figure 2) used QOL as a mediating variable thereby examining the relationship between the program's primary objectives and QOL (e.g., impact of the program on Sailor QOL) and then to the military outcome (e.g., readiness and retention).

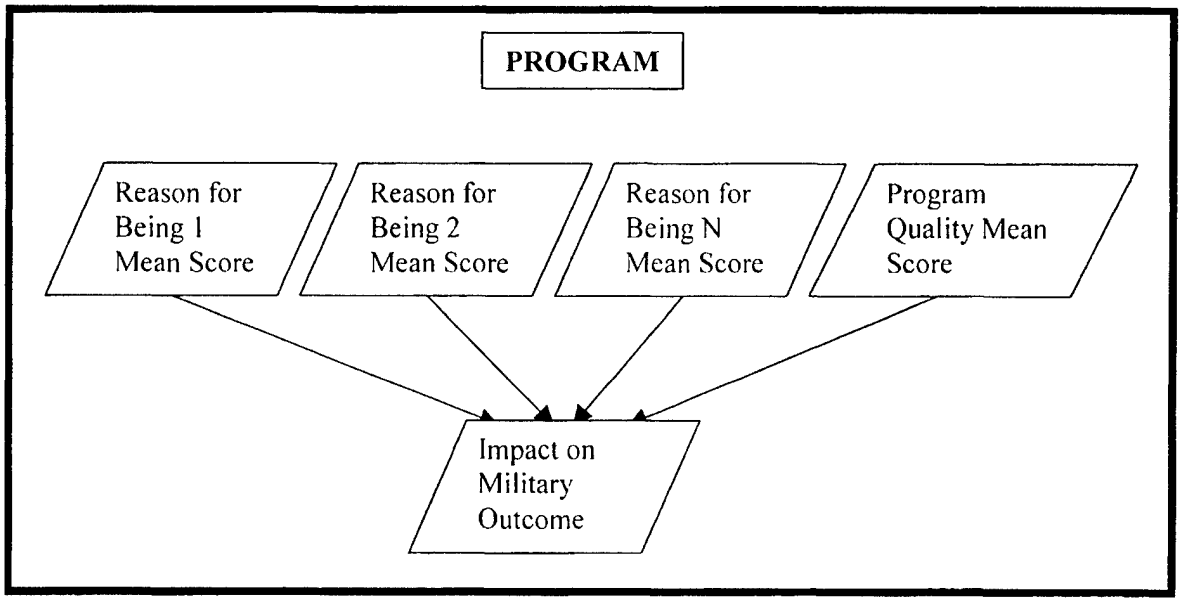


Figure 1. General conceptual model for USN QOL program assessment – Model 1.

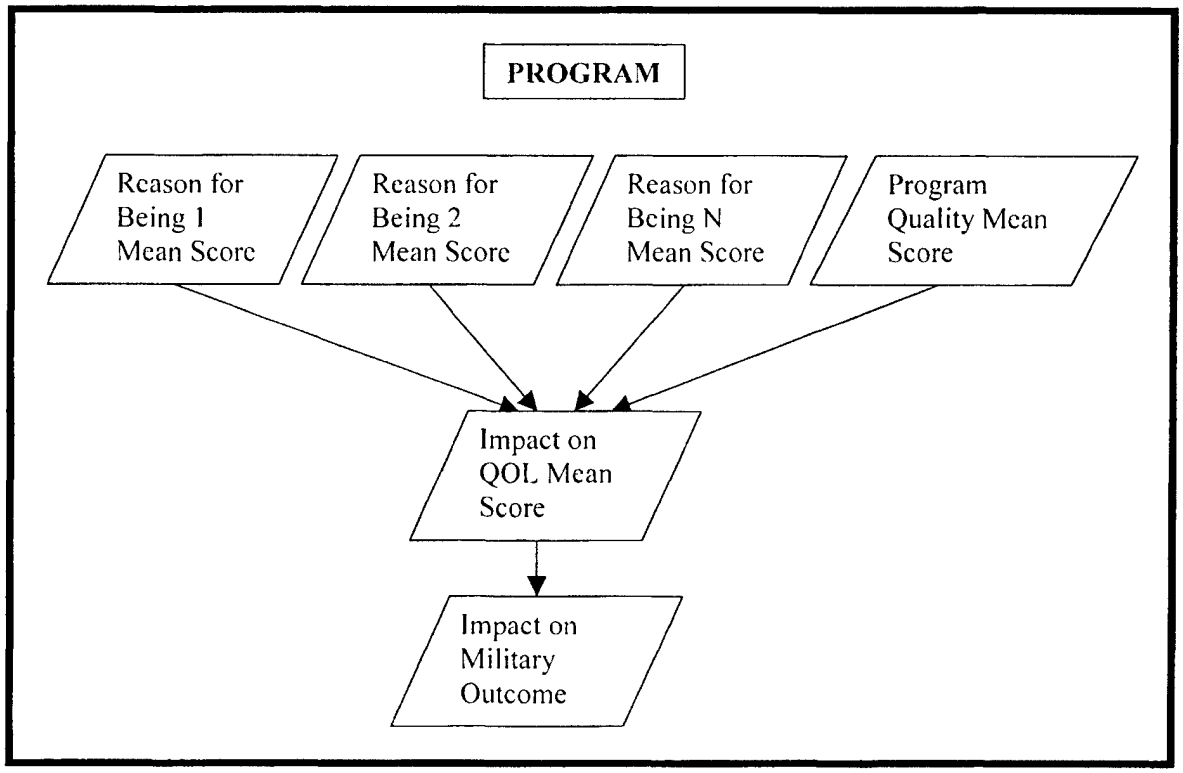


Figure 2. General conceptual model for USN QOL program assessment – Model 2.

Design—Programs

Program assessment surveys were administered at various QOL programs facilitated by Morale, Welfare, and Recreation (MWR); Fleet and Family Support Centers (FFSC); the Navy College Program (NCP); and the Chaplains Religious Enrichment Delivery Operation (CREDO). Additionally, a program evaluation of the Nutrition Education program was combined with an evaluation of? its point of implementation—Navy galleys. Some QOL programs were excluded at this phase of the study primarily due to the sponsor's desire to select "spotlight" QOL programs and expand to the remaining QOL programs once this research and development (R&D) project is completed. Programs included, excluded, and under study for future inclusion into this program evaluation project by Navy representatives outside of the PERS-6 area of responsibility are listed in Table 1.

Table 1. QOL Programs Included and Excluded from the Project

Programs Included	
Morale, Welfare, and Recreation (N15/PERS-65)	Child Care Food & Hospitality Recreation & Fitness Youth Programs
Fleet and Family Support Centers (N15/PERS-66)	Clinical Counseling Deployment Support Personal Financial Management Relocation Assistance Program Spouse Employment Assistance Program Transition Assistance Management Program
Health and Physical Readiness (PERS-60)	Nutrition Education & Galleys
Chief of Chaplains (N097)	Chaplain Religious Enrichment Delivery Operation (CREDO)
Chief of Naval Education and Training (N7)	Navy College Program
Programs Excluded	
Fleet and Family Support Centers (N15/PERS-66)	Exceptional Family Member Program Family Advocacy Programs (FAP) Information & Referral
Morale, Welfare, and Recreation (N15/PERS-65)	Navy Motion Picture Program
Navy Music (N15/PERS-64)	Navy Band
Under Study for Future Inclusion	
Navy Exchange Command	Navy Exchange
Bureau of Medicine and Surgery (N093)	Navy Medicine/TRICARE
Facilities & Engineering - Housing (N443)	Navy Housing

Chaplain Religious Enrichment Delivery Operation (CREDO). The CREDO program provides an assortment of ministries to sea service personnel and their families to develop and use their personal and spiritual resources. The goal of CREDO is to help people grow toward increased functional ability, spiritual maturity, and acceptance of responsibility. CREDO programs include the following: Personal Growth Retreat (PGR); Spirituality: CREDO II; Christian Disciplines: CREDO III; Reclaiming the Inner Child; Marriage Enrichment Retreat (MER); and others (e.g., family retreats, teen retreats, men's retreats, and women's retreats). CREDO provides personal growth training in nine major areas: Norfolk, San Diego, Naples, Okinawa, Mayport, Hawaii, Camp Pendleton, Camp LeJeune, and Bremerton. Services are provided to active duty, reserve, retired, and active duty family members.

Child Development (MWR program). Base Child Development provides child development, either on or off base, for children aged six weeks to five years. Child Development has both a base facility and secure positions with in-home, licensed providers. Child Development also offers advice and guidance for families exploring individual child-care providers. Child Development programs include Child Development Centers, Family Childcare, Off-base contract centers, and Off-base Family Childcare centers.

Clinical Counseling (FFSC program). The Clinical Counseling program offers short-term, individual, marriage, family, and group counseling to address situation problems in day-to-day living, depression/grief after a loss, troubled relationships, financial difficulties, occupational concerns, and family issues to active duty Sailors and their dependents. Counseling may take the form of education, stress management, or workshops.

Deployment Support (FFSC program). Deployment Support offers assistance to active duty Sailors and their dependents to manage the challenges of deployment (e.g., anticipate and understand the physical and emotional demands associated with deployment). Deployment Support consists of three phases: pre-deployment support, mid-deployment support, and return/reunion support.

Food and Hospitality (MWR program). Data collection sites include snack bars at the golf course and bowling alley, cafeteria style operations at the Bachelor Quarters, catering operations at the Officers' club, and bar lunch/dinners operations at the Officers', Chief Petty Officer, Enlisted, and Consolidated clubs.

Navy College Program (NCP). NCP provides consulting services for military members who wish to gain additional education skills and qualifications. These consulting services include tuition assistance, college/university information and degrees offered, educational goals examined, determining what past training may be applicable to a degree program and assistance in applying for entrance to a particular school. While it does not provide educational services itself, it arranges for universities to open campuses on or near base and negotiates degree requirements. NCP serves active duty with the following programs: Academic Skills, Service Member's Opportunity Colleges - Navy (SOCNAV—2- and 4-year programs), Defense Activity Non-Traditional Education Support (DANTES), Program Afloat for College Education (PACE), High School Completion, On-Base College Program, and Tuition Assistance (TA).

Nutrition Education and Galley Food Services. The Health and Physical Readiness division of the Navy Personnel Command (PERS-60) sponsors a nutrition education program. This program works to provide dietary education to Sailors and dependents while assisting Navy

galleys in menu guidance. The local base commander runs the Navy galley food services system with assistance from the Navy Supply Systems Command.

Personal Financial Management (PFM—FFSC program). The PFM program provides personal and family financial education, information services, and assistance, including but not limited to consumer education, advice and planning, and savings/investment counseling to active duty Sailors and their dependents.

Recreation and Fitness (MWR program). Bases provide a wide variety of sports, recreation, and fitness facilities for active duty military, dependents, retirees, and government civilians. Programs include: Information, Tickets and tours (ITT), Gym/Fitness, Recreation Center, Single Sailor Program, Intramural Sports, Library, Park and Picnic, Outdoor Recreation Center, Swimming Pools, Auto Skills Shop, Bowling Center, Riding Stables, Marinas, and Golf Courses.

Relocation Assistance Program (RAP—FFSC program). RAP offers relocation information to active duty Sailors and dependents as well as government civilians for managing the military lifestyle. Services include destination information, intercultural relations training, settling-in services, help finding a home, and school information. Other program services include: Smooth Move (a seminar addressing the entire relocation process), Welcome Aboard seminars (basic training for Navy or Marine Corps spouses/families new to an area), and Overseas Transfer Workshop (topics include overseas screening, dependent entry approval, transportation, schools, household goods, and cultural relations).

Spouse Employment Assistance Program (SEAP—FFSC program). The SEAP addresses employment needs in basic workshops (launching a job search, career planning, resume writing, interview techniques, federal employment information, and networking), self-help job information centers, and individual employment counseling. SEAP serves Navy family members, retirees and their spouses, and civilian spouses who are relocating overseas to Department of Defense components.

Transition Assistance Management Program (TAMP—FFSC program). TAMP is designed to assist service members with career planning (i.e., weighing civilian alternatives against their military careers) and their transition from military to civilian life. There are many services associated with TAMP, however the most widely publicized is the Transition Assistance Program (TAP), a seminar designed to address social, financial and professional issues associated with transition out of the military.

Youth Programs (MWR program). Base youth centers provide day care for children aged as young as five through their teens with a variety of age specific recreation services both before and after school (all day during the summer). Youth Programs includes the Youth Center, Youth Sports, Teen Activities, and Summer Camps.

Procedure

Briefed claimant-, regional-, and base-level program coordinator, as well as program administrator, and facility manager. The purpose of the study, data collection instructions, and sensitivity of Privacy Act information (i.e., social security numbers provided on surveys) were briefed to the program coordinators, administrators, and facility manager. Due to the inclusion of

Privacy Act information, facility managers were asked to keep completed surveys in a locked, secure area, until the sealed survey envelopes could be mailed.

Allocate Program Assessment surveys among venues. Listed the program locations within a test region. For example, in the Norfolk region we tested at NAVSTA Norfolk, NAB Little Creek, NAS Oceana, and FCTC Dam Neck. Each location within a test region received a proportional allocation of program surveys (e.g., NAVSTA Norfolk received 40% of surveys, NAB Little Creek received 20%, NAS Oceana received 20%, and FCTC Dam Neck received 20%). Within each location (e.g., NAVSTA Norfolk MWR Recreation) each program administrator was given a number of program surveys—divided equally among sub-programs (e.g., Tickets and Tours, Fitness Centers, Intramural Sports, Swimming Pools, etc).

Deliver surveys to program. Program assessment surveys, pencils, point-of-service participant instruction card, and survey collection boxes were brought to the program administrator. The program administrator then delivered the survey materials to the facility manager.

Administer survey. Program administrators were instructed to ask patrons to complete survey at the time of service delivery, after the patron was served. The program administrator briefly described purpose of survey, allowed participant several minutes to complete survey, and collected surveys in sealed envelopes upon completion.

Analyses

The purpose of this QOL program evaluation was to examine the impact of each program on readiness, contribution to QOL, and retention. A composite program rating (a mean score of the program objective measures and participants' overall rating of program quality—i.e., quality of service, range of services/programs, customer service, value of service for one's dollar, facilities, and hours) was formed. The relationship between the program quality composite measure and self-report rating of satisfaction with the program meeting its objectives (as measured by the composite program rating) to the outcome measures (i.e., readiness and retention) was modeled. Additionally, a self-report measure of a program's impact on QOL was tested to determine if it serves as a mediating variable between the program ratings and the outcome measure. Analyses included:

1. Descriptive statistics for each program objective item (Reasons for Being), contribution to QOL, impact on readiness, participant's career intentions, and each composite program rating (mean score of program objective items and program component ratings).
2. Correlation between program objectives (Reasons for Being) and contributions to QOL.
3. Correlation between composite program rating and contribution to QOL separately for those with strong Navy career intentions and those who state a preference to leave naval service.
4. Hierarchical linear regression between composite program rating and contribution to QOL and then to readiness and retention.
5. Building categories of QOL programs based on similar program objective (Reasons for Being) categories. Compare programs within program objective categories on the composite program rating.

Implementation

QOL Decision Support System

One major product of this data collection and evaluation was the development of a prototype version of a world wide web (WWW)-based decision support system that allows program managers at the local-, regional-, claimant, and headquarters- level to view evaluation results and make comparisons with Navy-wide patron ratings. In addition to the program evaluation data, institutional data were collected, where possible, to provide decision-makers with program perspective concerning program funding, staffing, number of patrons, and headquarters-level accreditation/quality ratings.

While the decision support system was being developed, interim summary reports were? written for each data collection location as well as each program area (e.g., MWR, FFSC, Health & Physical Readiness, CREDO, and NCP). Each report included the program evaluation results for each program (e.g., Recreation, Food and Hospitality, Child Care, and Youth Programs) within a program area (e.g., MWR). Results from the modeling effort will be published in subsequent technical reports.

QOL Program Evaluation Surveys

Program evaluation surveys will be implemented at the rate of two CONUS regions and one OCONUS base per fiscal year. ?Has this begun yet? Working from the recommendations of QOL program managers, we will implement evaluation surveys differently depending on the number of patrons a program serves. Smaller QOL programs might collect program user data on an ongoing basis while larger QOL programs might collect data for one week at the beginning of each quarter. For example, FFSC Clinical Counseling would most likely collect data from all of their clients since there are fewer users than MWR Fitness and Recreation or Nutrition Education and Galley program users.

Summary

This report has outlined the history, approach, and future direction of this cluster evaluation of QOL programs. Subsequent analyses and reports will explore program patron ratings of QOL programs and the relationship between these QOL programs and the military outcomes of personal readiness and retention. This research and development effort has some major strengths and limitations that are worth mentioning.

The main strength of this research study is the use of a common metric to evaluate dissimilar QOL programs. For the first time, QOL program managers and resource sponsors can compare programs on the basis of how patrons rate them on meeting super-ordinate QOL objectives—program "Reasons for Being." Program managers reviewed each (equally weighted) program objective. Those program objectives primary to a particular QOL program were selected as program metrics.

In addition to the composition of measures to evaluate dissimilar programs on a common metric was the inclusion—for the first time in the Navy—of outcome-based measures of effectiveness. Self-report measures of a program's impact on QOL, perceptions of a program's contribution to the Navy's ability to recruit, and perceptions of a program's impact on personal readiness were included in an effort to model the impact of program satisfaction on these military outcomes. An additional measure asked Sailors to report their career intentions. This outcome measure was used to study program impact on retention intent.

Another major advantage of this research approach is centered on the survey instruments—brief surveys that are easy to administer and can be completed within five to seven minutes. The surveys included only questions necessary to answer the overarching study questions—evaluating QOL programs and their impact on military outcomes. Additionally, respondent social security numbers (SSN) were requested on each survey. Respondent SSN was requested to link patron data to personal data in the enlisted and officer master records. Additionally, SSNs were? Will be? used for follow-up studies targeted to QOL program users. This allowed the Navy researchers to be more economical in studying issues related to QOL program use (e.g., one could follow-up on findings from the QOL program evaluation).

Some limitations of this project need to be addressed. This research program did not evaluate attitudes of program non-users and what impact non-use of QOL programs has on military outcomes. The customer satisfaction approach was designed to determine who might or might not use a program and what the reason for their decision might be. Although this is a valid research question (and one that is being addressed by other research studies, i.e., the MWR Customer Satisfaction Survey), a survey designed to evaluate program users and non-users for over a dozen QOL programs would be quite lengthy. Although most respondents will not have used all QOL programs, current mail-out survey response rates (approximately 35%) would require large random samples that cannot be supported by the Navy at a time where personnel survey administration is coming under close scrutiny.

Additional research will be necessary to evaluate programs where program users are participating in programs that may not be perceived to be a benefit (e.g., command referrals for drug use, sexual abuse, or spousal abuse). Possible evaluation at some time following treatment (e.g., one year post-treatment) might allow the program user to fully comprehend the benefit of the QOL program.

One potential criticism of these program evaluation measures is the use of self-report measures of personal readiness and retention intent. The inclusion of respondent SSN helped Navy researchers validate the self-report measure of retention intent to the Sailor's actual retention behavior.

Another limitation of the data collection methodology is that survey administration was dependent on program workers at the point of service to administer surveys. Briefings to QOL program managers were conducted to share the purpose of the research project, answer any questions, and train program workers on administering the program evaluation survey. Although training was implemented as planned, some situations presented instances where advance training was not possible.

Once again, this report represents a summary of the background, research approach and analysis plan developed for the Navy QOL Program Contributions project. This R & D project was expected to provide program managers at the base-, regional-, claimant-, and headquarters-

level with opinion data from their patrons regarding how well each program meets patron needs and impacts organizational outcomes (i.e., readiness and career intentions). Eventually, with the help of program managers this program evaluation data could be combined with program cost and utilization data to provide QOL decision-makers with a way of quantifying the return on investment (or "bang for the QOL buck") to support resource allocation decisions. Until the QOL decision support system is complete, several series of pilot study results will be produced. First, a report will be written describing the pilot study results (i.e., strengths and limitations of the research approach and individual program results) using data collected at all three Fleet concentration areas. Next, several reports will describe results for each program at the regional level. Finally, some programs (i.e., CREDO) will have a summary report that reflects data collected at all CREDO sites Navy-wide.

References

Barley, Z. A., & Jenness, M. (1993). Cluster evaluation: A method to strengthen evaluation in smaller programs with similar purposes. Evaluation Practice, 14(2), 141-147.

Booth-Kewley, S., & Thomas, M. (1993). The subjective quality of life of Navy personnel (TR-93-8). San Diego, CA: Navy Personnel Research and Development Center.

Kerce, E. W. (1995). Quality of life in the U. S. Marine Corps (TR-95-4). San Diego, CA: Navy Personnel Research and Development Center.

Kerce, E. W., Sheposh, J., & Knapp, S. (1999). Assessment of USMC quality of life (QOL) program contributions to readiness, performance, and retention: Volume II, pilot test results (TN-99-5). San Diego, CA: Navy Personnel Research and Development Center.

Kerce, E. W. (1998). Assessment of USMC quality of life (QOL) program contributions to readiness, performance, and retention: Volume I, design and methodology (TN-98-6). San Diego, CA: Navy Personnel Research and Development Center.

Sanders, J. R. (1997). Cluster evaluation. In Chelimsky, E., and Shadish, W. R. (Eds.), Evaluation for the 21st century: A handbook (pp. 396-404). Thousand Oaks, CA: Sage.

White, M. A., Baker, H. G., & Wolosin, D. G. (1999). Quality of life (QOL) in the Marine Corps: A comparison between 1993 and 1998 (TN-99-1). San Diego, CA: Navy Personnel Research and Development Center.

Wilcove, G. (1996). 1994 Navy quality of life survey (TN-96-41). San Diego, CA: Navy Personnel Research and Development Center.

Wilcove, G., Schwerin, M. J., & Wolosin, D. (2000). Quality of life (QOL) in the U. S. Navy (Unpublished Report). Millington, TN: Navy Personnel Research, Studies, and Technology.

W. K. Kellogg Foundation (1992). Cluster evaluation information. Battle Creek, MI: Author.

W. K. Kellogg Foundation (1995). Cluster evaluation model of evolving practices. Battle Creek, MI:

W. K. Kellogg Foundation (1998). *W. K. Kellogg Foundation evaluation handbook.* Battle Creek, MI.

Appendix A
Program Plans and Models

Chaplains Religious Enrichment Development Operation (CREDO)

Program Components: Personal Growth Retreat
Spirituality: CREDO II
Christian Disciplines: CREDO III
Reclaiming the Inner Child
Marriage Enrichment Retreat

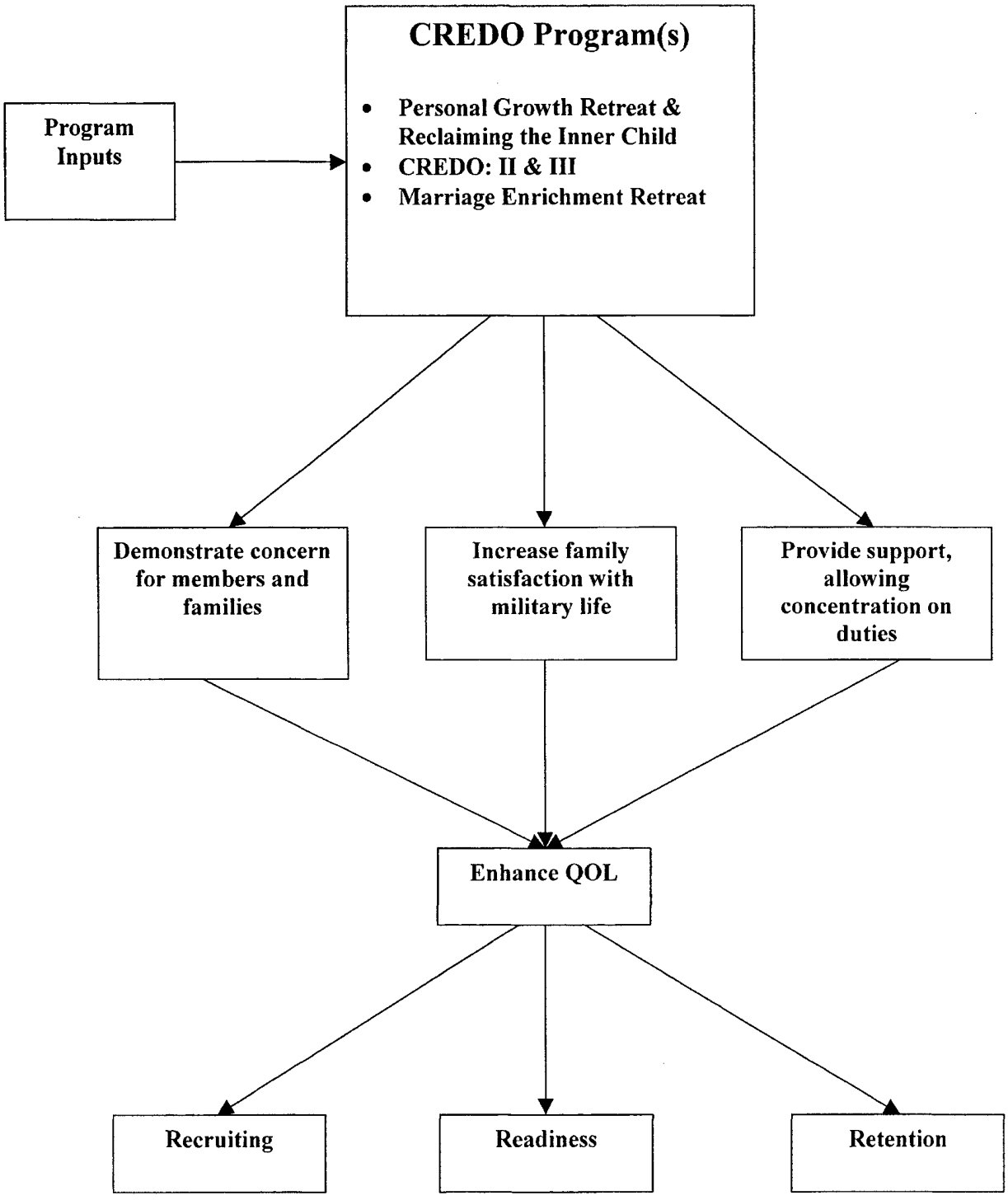
Mission-facilitating goal/purpose: Increase satisfaction with military life.
Demonstrate concern for members and their families.
Provide a level of support that allows members to concentrate on their duties.

Research questions:

1. How is CREDO rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Has participation in the Navy CREDO program increased satisfaction with military life?
3. Do CREDO clients perceive the CREDO program as evidence of the Navy's concern for members and families?
4. What effect does the CREDO program have on your ability to concentrate more on your military duties?
5. Do CREDO retreats enhance quality of life?
6. How do CREDO clients rate the CREDO program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
7. What is the relationship with CREDO satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
8. Which of the CREDO programs (i.e., Personal Growth Retreat, Spirituality: CREDO II, Christian Disciplines: CREDO III, Reclaiming the Inner Child, and Marriage Enrichment Retreat) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
9. What are the differences between most successful and least successful of the CREDO locations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Component	Client Questionnaire
2. Installation	Client Questionnaire
B. Program Input (Intervening Variables)	
3. Staffing	Quarterly Reports
4. Funding	Quarterly Reports
5. Number of seminars/workshops, etc. per quarter	Quarterly Reports
C. Immediate Outcome (Dependent) Variables	
6. Number of participants by location	Quarterly Reports
7. Method of awareness	Client Questionnaire
D. Intermediate Outcome (Dependent) Variables	
8. Participant reports of program help in coping with stress	Client Questionnaire
E. Ultimate Outcome (Dependent) Variables	
9. Participant reports of program impact on quality of life	Client Questionnaire
10. Perceptions of program impact on increasing satisfaction with military life	Client Questionnaire
11. Perceptions of program impact on concern for Sailors and their families	Client Questionnaire
12. Perceptions of program impact on helping Sailors concentrate on their job	Client Questionnaire
13. Perceptions of impact on recruiting	Client Questionnaire
14. Perceptions of impact on personal readiness	Client Questionnaire
15. Career intentions	Client Questionnaire
16. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Client Questionnaire


CREDO Program(s)
Personal Growth Retreat & Reclaiming the Inner Child
CREDO: II & III
Marriage Enrichment Retreat
Program Inputs
Demonstrate concern for members and families
Increase family satisfaction with military life
Provide support, allowing concentration on duties
Enhance QOL
Recruiting
Readiness
Retention

Child Care Program

Program Components:

Child Development Centers
Family Home Care
Special Programs and Services

Mission-Facilitating Goal/Purpose: Provide a level of support that allows members to concentrate on their duties.

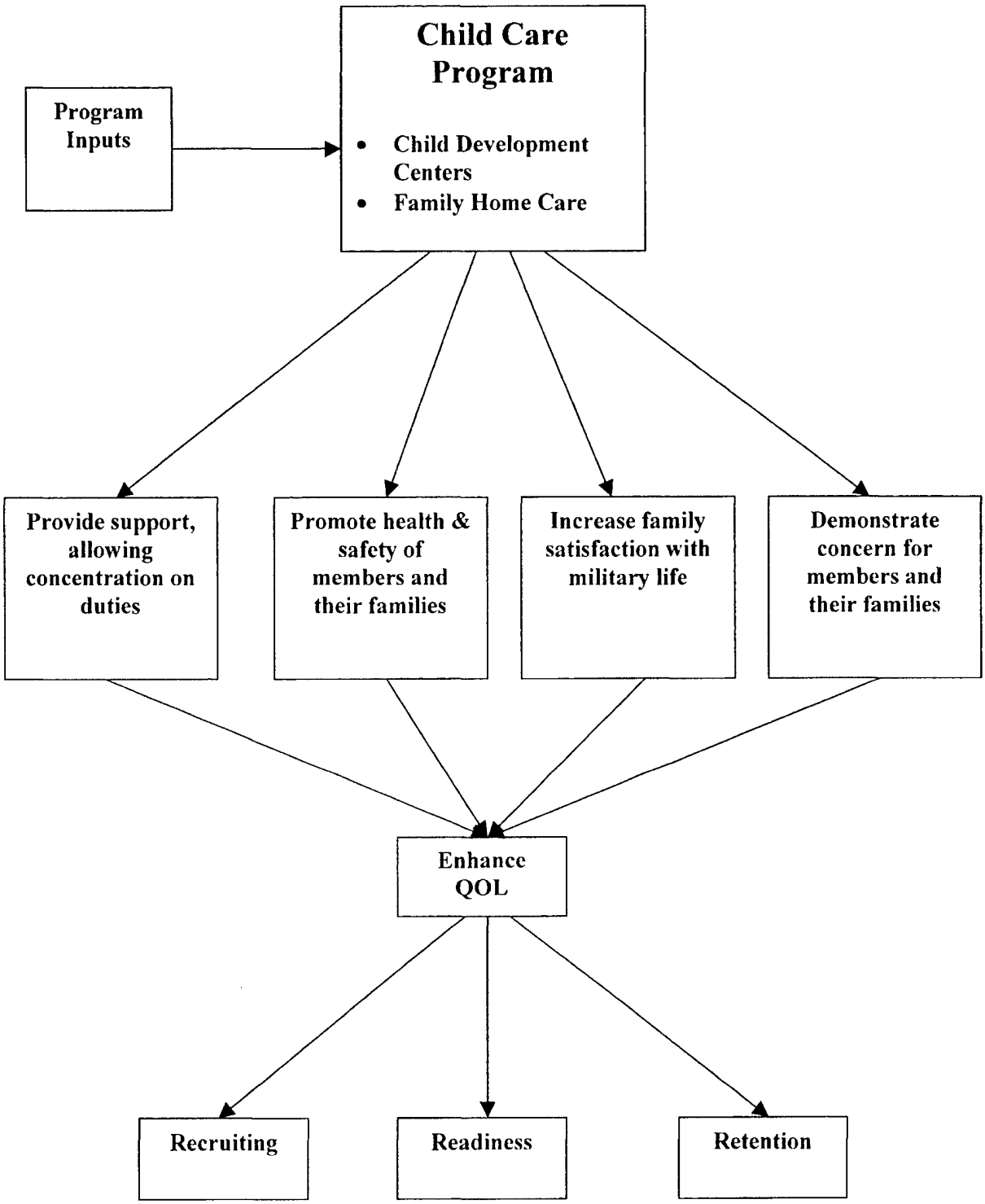
Help to assure the health and safety of members and families.
Increase satisfaction with military life.
Demonstrate concern for members and their families.

Research Questions:

1. How are child care programs rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. What effect does the hours of your child care program have on your ability to perform your job?
3. Does the availability of Navy sponsored child care on the installation contribute to the ability of members to concentrate on their military duties?
4. Do parents feel confident about the health and safety of their children in Navy sponsored child care?
5. Does the availability of Navy sponsored child care on the installation increase satisfaction with military life?
6. Is Navy sponsored child care seen as evidence of the Navy's concern for members and families?
7. Do child care programs enhance quality of life?
8. How do child care patrons (parents) rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
9. What is the relationship with child care program satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
10. Which of the child care programs (i.e., the Navy Child Development Centers, Navy Family Home Care, etc.) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
11. What are the differences between most successful and least successful of the Navy child care programs across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Program Component (sub-program)	Patron Questionnaire
2. Installation	Patron Questionnaire
B. Program Input (Intervening Variables)	
3. Capacity: total number of spaces represented by sub-program by installation	Program Quarterly Reports
4. Staff: professional and volunteer	Program Quarterly Reports
5. Funding	HQ Program Management
6. Availability of extended hours	Program Quarterly Reports
C. Immediate Outcome (Dependent) Variables	
7. Utilization- number of children enrolled in each of the sub-programs	Program Quarterly Reports
8. Category of children enrolled - by installation and sub-program, totals for officers, enlisted, civilians, and retirees	Program Quarterly Reports
9. Age group totals of enrolled children, by installation and sub-program	Program Quarterly Reports
10. Number of enrolled children of dual military couples	Program Quarterly Reports
11. Number of enrolled children of single parents	Program Quarterly Reports
12. Number of special needs children enrolled	Program Quarterly Reports
D. Intermediate Outcome (Dependent) Variables	
13. Reports of effect of hours on your ability to do your job	Customer Questionnaire
E. Ultimate Outcome (Dependent) Variables	
14. Perceptions of how program impacts concentration on duties/job	Patron Questionnaire
15. Assessments of perception of program impact on health and safety of children	Patron Questionnaire
16. Impact of program on satisfaction with military life	Patron Questionnaire
17. Perceptions of the program as demonstration of Navy concern for families	Patron Questionnaire
18. Perceptions of program contribution to QOL	Patron Questionnaire
19. Perceptions of program impact on recruiting	Patron Questionnaire
20. Perception of program impact on personal readiness	Patron Questionnaire
21. Career intentions	Patron Questionnaire
22. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Patron Questionnaire


Child Care Program
Program Inputs
• Child Development Centers
• Family Home Care
Provide support, allowing concentration on duties
Promote health & safety of members and their families
Increase family satisfaction with military life
Demonstrate concern for members and their families
Enhance QOL
Recruiting
Readiness
Retention

Clinical Counseling Program

Program Components: Individual Counseling
Marriage Counseling
Family Counseling

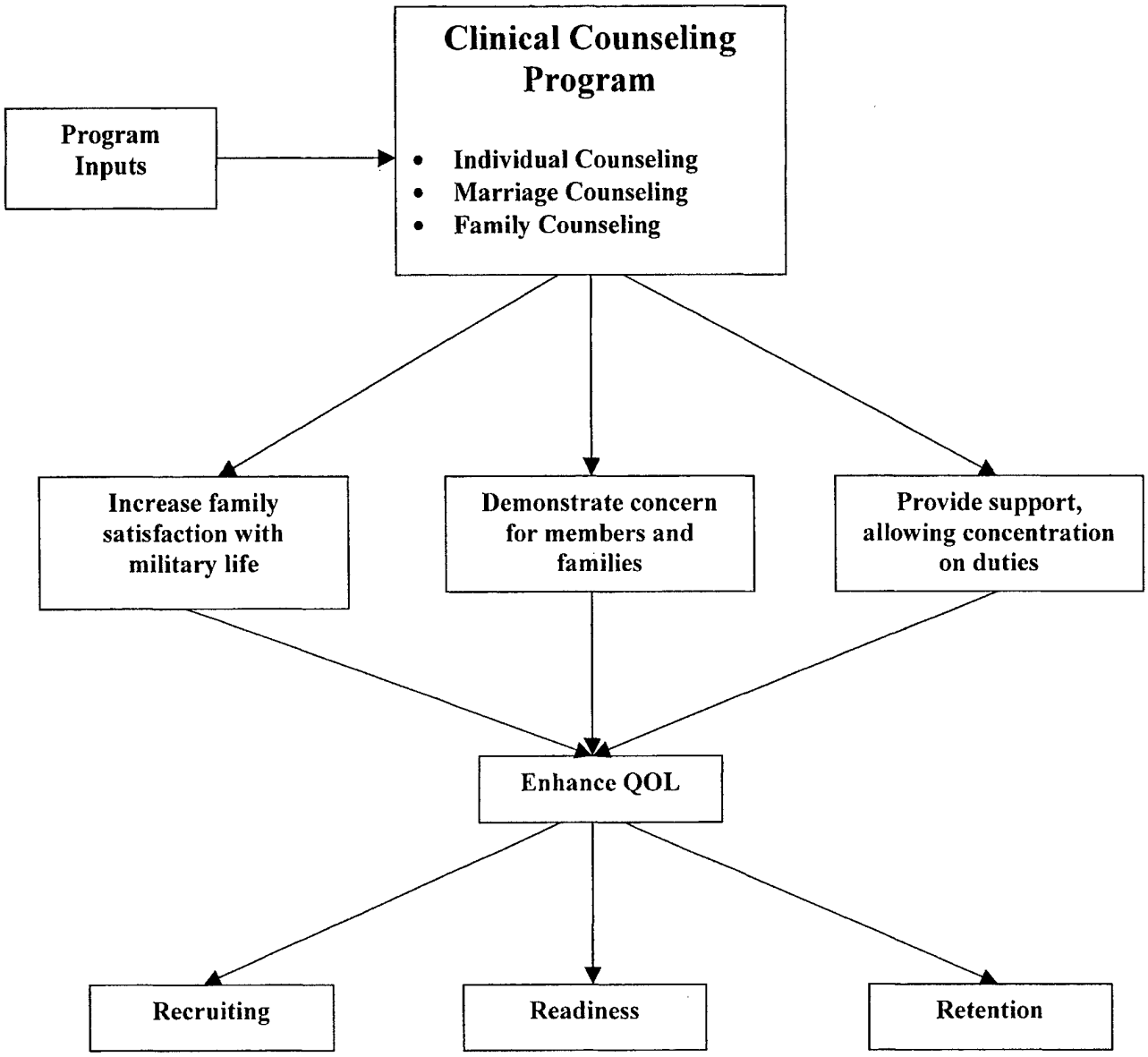
Mission-Facilitating Goal/Purpose: Increase satisfaction with military life.
Demonstrate concern for members and their families.
Provide a level of support that allows members to concentrate on their duties.

Research Questions:

1. How are Clinical Counseling services at the FFSC rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Do clients feel that the Clinical Counseling they received helped them deal with the presenting problem?
3. Do clients believe that they have acquired skills that will help them improve personal relationships?
4. Do clients feel that the Clinical Counseling program has increased their satisfaction with military life?
5. Do clients perceive the Clinical Counseling program as a demonstration of concern by the Navy for members and families?
6. What effect does the Clinical Counseling program have on your ability to concentrate more on your military duties?
7. Does the Clinical Counseling program enhance quality of life?
8. How do Clinical Counseling clients rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
9. What is the relationship with Clinical Counseling program satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
10. Which of the Clinical Counseling programs (i.e., Individual Counseling, Marriage/Couples Counseling, Family Counseling, and Group Counseling) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
11. What are the differences between most successful and least successful of the Navy Clinical Counseling programs across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Program Component	Client Questionnaire
2. Installation	Client Questionnaire
B. Program Input (Intervening Variables)	
3. Funding, by component by installation	FFSC Quarterly Report
4. Staffing, by component by installation	FFSC Quarterly Report
C. Immediate Outcome (Dependent) Variables	
5. Number of clients, individual counseling	FFSC Quarterly Report
6. Number of clients, couples counseling	FFSC Quarterly Report
7. Number of clients, family counseling	FFSC Quarterly Report
8. New cases, individual	FFSC Quarterly Report
9. New cases, couples	FFSC Quarterly Report
10. New cases, family	FFSC Quarterly Report
D. Intermediate Outcome (Dependent) Variables	
11. Cases closed, individual	FFSC Quarterly Report
12. Cases closed, couples	FFSC Quarterly Report
13. Cases closed, family	FFSC Quarterly Report
14. How the clients learned about FFSC counseling Program	Client Questionnaire
15. Perceptions of progress in dealing with presenting problem	Client Questionnaire
16. Clients' reports of acquiring skills to improve personal relationships	Client Questionnaire
E. Ultimate Outcome (Dependent) Variables	
17. Impact of program on satisfaction with military life	Client Questionnaire
18. Perceptions of the program as demonstration of Navy concern for families	Client Questionnaire
19. Perceptions of how program impacts concentration on duties/job	Client Questionnaire
20. Client perceptions of program contribution to QOL	Client Questionnaire
21. Perceptions of program impact on recruiting	Client Questionnaire
22. Perception of program impact on personal readiness	Client Questionnaire
23. Career intentions	Client Questionnaire
22. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Client Questionnaire


Clinical Counseling Program
Program Inputs
Individual Counseling
Marriage Counseling
Family Counseling
Increase family satisfaction with military life
Demonstrate concern for members and families
Provide support, allowing concentration on duties
Enhance QOL
Recruiting
Readiness
Retention

Deployment Program

Program Components: Pre-deployment Program
Mid-deployment assistance
"Return and Reunion"

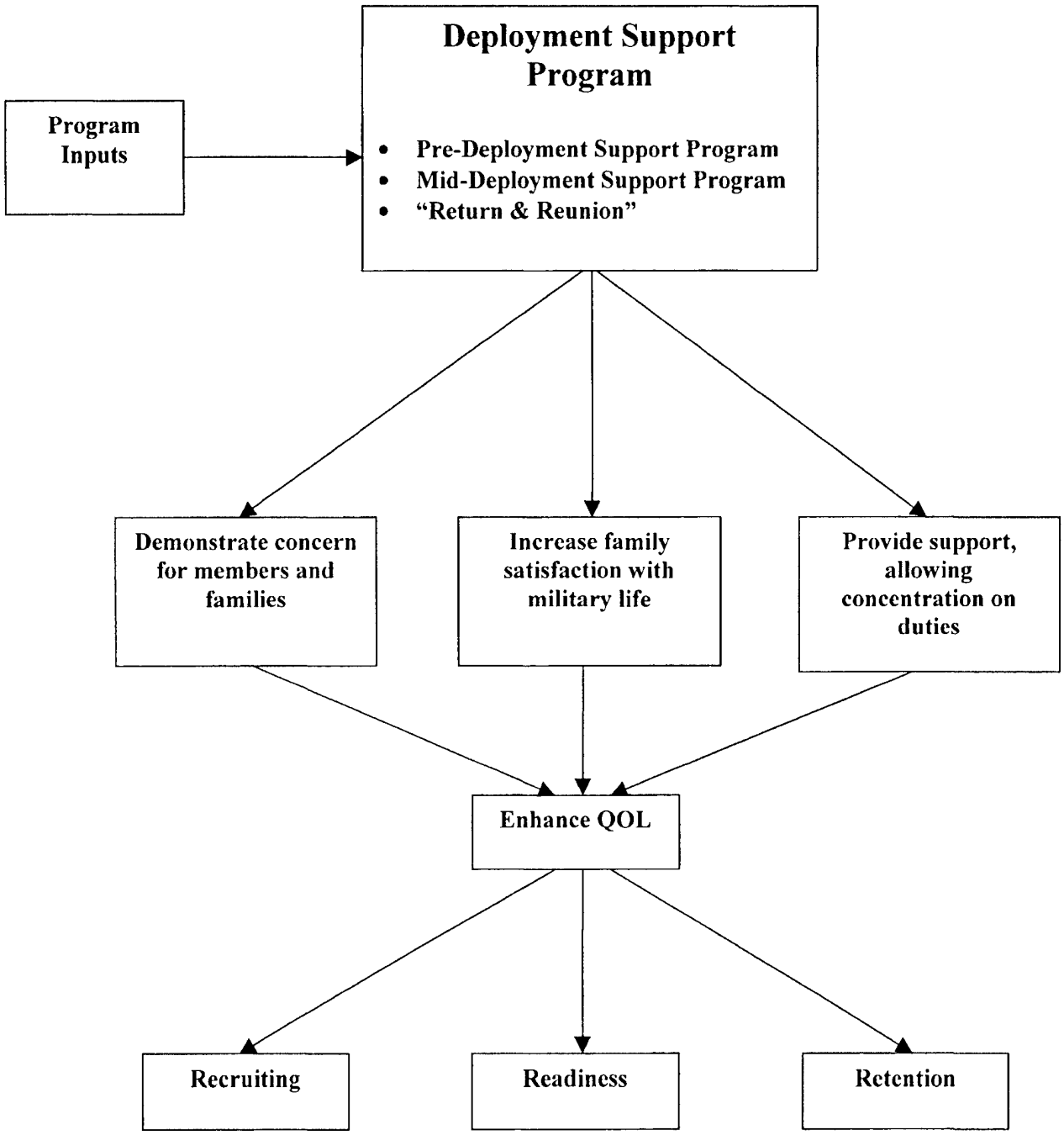
Mission-Facilitating Goal/Purpose: Demonstrate concern for members and their families.
Increase satisfaction with military life.
Provide a level of support that allows members to concentrate on their duties.

Research Questions:

1. How is the Deployment Support program rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Do participants feel that the Deployment Support program helped them cope with the stress of deployment?
3. Do participants feel that these programs have had a beneficial effect on their personal relationships?
4. Do participants perceive the Deployment Support program as a demonstration of concern by the Navy for members and families?
5. Do participants feel that the programs increased satisfaction with military life?
6. What effect does the Deployment Support program have on your ability to concentrate more on your military duties?
7. Do participants feel that these programs contributed to their quality of life?
8. How do Deployment Support patrons rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
9. What is the relationship with Deployment Support program satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
10. Which of the Deployment Support programs (i.e., Pre-deployment, Mid-deployment, "Return & Reunion," "Homecoming," Couples Pre-deployment, or Single Sailor Deployment) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
11. What are the differences between most successful and least successful of the Deployment Support programs across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Program Component	Client Questionnaire
2. Installation	Client Questionnaire
B. Program Input (Intervening Variables)	
3. Funding, by component by installation	Program Records
4. Staffing, by component by installation	Program Records
5. Number of sessions, workshops, etc. presented by component, installation	Program Records
C. Immediate Outcome (Dependent) Variables	
6. Utilization: total number participating by component by installation	Program Records
7. Number of components attended by individual clients	Client Questionnaire
8. Number of first deployment clients in any component	Client Questionnaire
9. Number of dual career clients in any component	Client Questionnaire
D. Intermediate Outcome (Dependent) Variables	
10. Type of issues addressed by mid-deployment assistance	Client Questionnaire
11. Perceptions of mid-deployment clients of programs' impact	Client Questionnaire
12. Effect on personal relationships of skills acquired through participation	Client Questionnaire
13. Client assessments of program benefits in coping with deployment stress	Client Questionnaire
E. Ultimate Outcome (Dependent) Variables	
14. Perceptions of the program as demonstration of Navy concern for families	Client Questionnaire
15. Impact of program on satisfaction with military life	Client Questionnaire
16. Perceptions of how program impacts concentration on duties/job	Client Questionnaire
17. Perceptions of program contribution to quality of life	Client Questionnaire
18. Perceptions of program impact on recruiting	Client Questionnaire
19. Perception of program impact on personal readiness	Client Questionnaire
20. Career intentions	Client Questionnaire
21. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Client Questionnaire


Deployment Support Program
Program Inputs
• Pre-Deployment Support Program
• Mid-Deployment Support Program
• "Return & Reunion"
Demonstrate concern for members and families
Increase family satisfaction with military life
Provide support, allowing concentration on duties
Enhance QOL
Recruiting
Readiness
Retention

Financial Management Program

Program Components: Individual Counseling (Individual Counseling with FFSC Financial Educator, Individual Counseling with CFS)
Group Counseling (GMT/GNT, Workshops/Seminars)

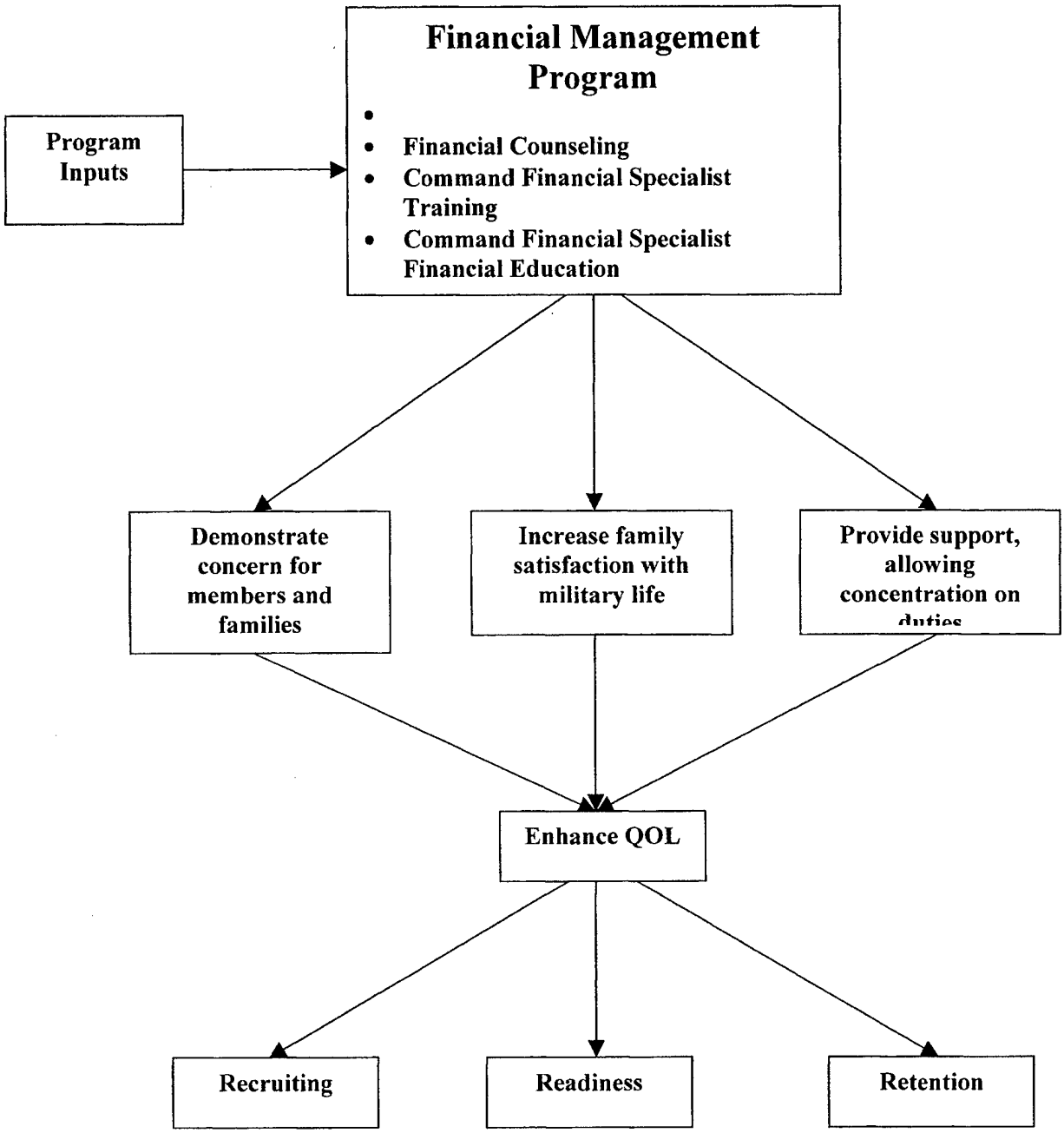
Mission-Facilitating Goal/Purpose: Demonstrate concern for members and their families.
Increase satisfaction with military life.
Provide a level of support that allows members to concentrate on their duties.

Research questions:

1. How is the Financial Management program rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Do participants anticipate improvement in financial affairs as a result of program participation?
3. Do participants anticipate that better management of financial affairs will reduce stress?
4. Do participants perceive the Financial Management program as a demonstration of concern by the Navy for members and families?
5. Do participants feel that the programs increased satisfaction with military life?
6. What effect does the Financial Management program have on your ability to concentrate more on your military duties?
7. Do participants feel that these programs contributed to their quality of life?
8. How do Financial Management program participants rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
9. What is the relationship with Financial Management program satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
10. Which of the Financial Management programs (i.e., Individual Counseling or Group Counseling/Workshops) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
11. What are the differences between most successful and least successful of the Financial Management programs across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Program Component	Client Questionnaire
2. Installation	Client Questionnaire
B. Program Input (Intervening Variables)	
3. Funding, by component by installation	FFSC Quarterly Report
4. Staffing, by component by installation	FFSC Quarterly Report
5. Number of briefings provided to commands, units, community	FFSC Quarterly Report
6. Number of workshops/classes	FFSC Quarterly Report
7. Number of counseling clients	Program Records
C. Immediate Outcome (Dependent) Variables	
8. Number of attendees at briefings	FFSC Quarterly Report
9. Number of clients in workshops/classes	FFSC Quarterly Report
10. Number of counseling clients (individuals and couples)	FFSC Quarterly Report
D. Intermediate Outcome (Dependent) Variables	
11. Channel for awareness/referral to program	Client Questionnaire
12. Client perceptions of relevance of educational topics	Client Questionnaire
13. Reports of expected improvement in financial affairs following program participation	Client Questionnaire
14. Reports of anticipated behavioral changes following program participation	Client Questionnaire
15. Perception of how the skills that were learned will impact stress	Client Questionnaire
E. Ultimate Outcome (Dependent) Variables	
16. Perceptions of the program as demonstration of Navy concern for families	Client Questionnaire
17. Reports of how program will impact family satisfaction with military life	Client Questionnaire
18. Perceptions of how program impacts concentration on duties/job	Client Questionnaire
19. Perceptions of program contribution to quality of life	Client Questionnaire
20. Perceptions of program impact on recruiting	Client Questionnaire
21. Perception of program impact on personal readiness	Client Questionnaire
22. Career intentions	Client Questionnaire
23. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Client Questionnaire


Financial Management Program
Financial Counseling
Command Financial Specialist Training
Command Financial Specialist Financial Education
Program Inputs
Demonstrate concern for members and families
Increase family satisfaction with military life
Provide support, allowing concentration on
Enhance QOL
Recruiting
Readiness
Retention

Food and Hospitality Program

Program Components: Clubs (Enlisted, Chief Petty Officer's, Officer's, and All Hands Clubs)
Restaurants
Snack bars (Fast Food, Snack Bar at Bowling Center, Snack Bar at Golf Course)

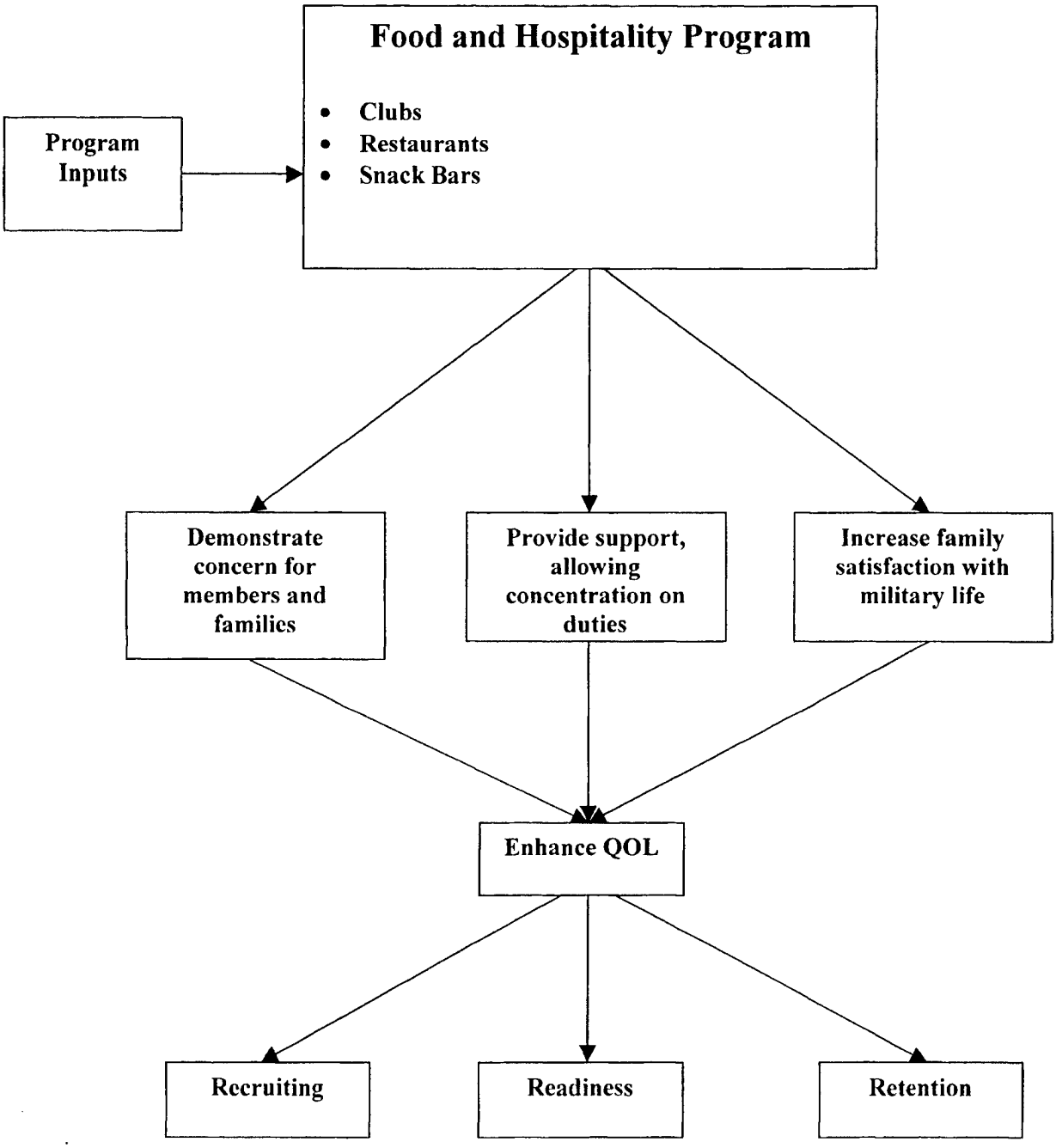
Mission-facilitating goal/purpose: Demonstrate concern for members and their families.
Provide a level of support that allows members to concentrate on their duties.
Increase satisfaction with military life.

Research questions:

1. How are Navy Food and Hospitality establishments rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Why do Navy Food and Hospitality patrons frequent these establishments?
3. Do Navy Food and Hospitality establishments offer more or less opportunities (than civilian food establishments) for socializing?
4. Are Navy Food and Hospitality establishments seen as evidence of the Navy's concern for members and families?
5. Do Navy Food and Hospitality establishments contribute to the ability of members to concentrate on their military duties?
6. Do Navy Food and Hospitality establishments increase satisfaction with military life?
7. Do Navy Food and Hospitality establishments contribute to quality of life for Sailors and families?
8. How do Food and Hospitality patrons rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
9. What is the relationship between Navy Food and Hospitality establishment satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
10. Which of the Navy Food and Hospitality establishments (i.e., Clubs, Restaurants, or Snack Bars) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
11. What are the differences between most successful and least successful of the Navy Food and Hospitality establishments across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Installation	Patron Questionnaire
2. Component: type of clubs (combined or separated by rank) or restaurant or snack bar (bowling center or golf course)	Patron Questionnaire
B. Program Input (Intervening Variables)	
3. Funding, by component by installation	Program Records
4. Staffing, by component by installation	Program Records
5. Total revenue generated	Program Records
C. Immediate Outcome (Dependent) Variables	
6. Utilization: number of patrons by component	Not available
7. Utilization: reported frequency of use for clubs, snack bars, etc.	Patron Questionnaire
8. Time of day most likely to frequent food establishment	Patron Questionnaire
D. Intermediate Outcome (Dependent) Variables	
9. Utilization: clubs and snack bars frequency compared to frequency of use of comparable community facilities	Patron Questionnaire
10. Utilization reasons: price, convenience, familiarity, sociability	Patron Questionnaire
11. Comparison of these facilities with similar community facilities regarding opportunity for socializing	Patron Questionnaire
E. Ultimate Outcome (Dependent) Variables	
12. Perceptions of program as demonstration of Navy concern for members	Patron Questionnaire
13. Perceptions of impact on family satisfaction with military life	Patron Questionnaire
14. Perceptions of how program impacts concentration on duties/job	Patron Questionnaire
15. Perceptions of program contribution to quality of life	Patron Questionnaire
16. Perceptions of program impact on recruiting	Patron Questionnaire
17. Perception of program impact on personal readiness	Patron Questionnaire
18. Career intentions	Patron Questionnaire
19. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Patron Questionnaire


Food and Hospitality Program
Clubs
Restaurants
Snack Bars
Program Inputs
Demonstrate concern for members and families
Provide support, allowing concentration on duties
Increase family satisfaction with military life
Enhance QOL
Recruiting
Readiness
Retention

Navy College Program (NCP)

Program Components: Navy Campus Counseling Services
Testing Program
College Program
Tuition Assistance (TA)
Program Afloat for College Education (PACE)
Academic Skills Program
Academic Skills Learning Center
Service Member Opportunity College

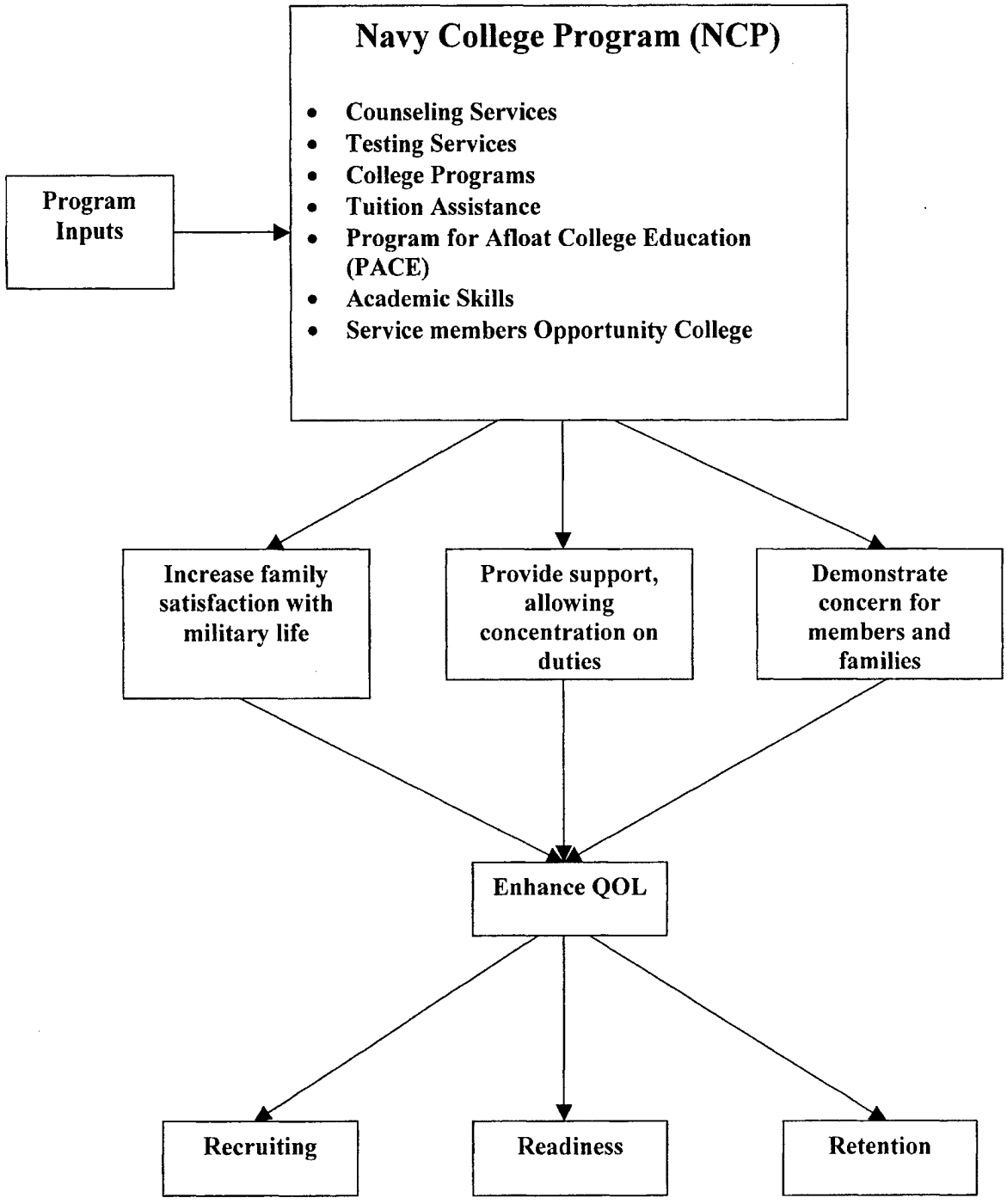
Mission-Facilitating Goal/Purpose: Increase satisfaction with military life.
Provide a level of support that allows members to concentrate on their duties.
Demonstrate concern for members and their families.

Research Questions:

1. How are NCP offices rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. What educational accomplishments have NCP patrons achieved through NCP?
3. How do patrons feel NCP opportunities have helped in the performance of their military duties?
4. How do patrons feel NCP opportunities have helped the likelihood of promotion/advancement?
5. Do NCP opportunities increase satisfaction with military life?
6. Do NCP opportunities contribute to the ability of members to concentrate on their military duties?
7. Are NCP opportunities seen as evidence of the Navy's concern for members and families?
8. Do NCP opportunities contribute to quality of life for Navy families?
9. How do NCP patrons rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
10. What is the relationship with NCP satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
11. Which of the NCP sub-programs (i.e., Counseling, Testing, College Programs, TA, PACE, Academic Skills, Service members Opportunity College, etc.) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
12. What are the differences between most successful and least successful of the NCP offices across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Program Component	Patron Questionnaire
2. Installation	Patron Questionnaire
B. Program Input (Intervening Variables)	
3. Funding (by component, if available), by installation	Program Quarterly Reports
4. Staffing (professional/volunteer), by installation	Program Quarterly Reports
5. Staffing of instructors, by installation	Program Quarterly Reports
C. Immediate Outcome (Dependent) Variables	
6. Number of participants in each of the educational components	Program Quarterly Reports
7. Degrees earned by academic level, program component, and installation	Program Quarterly Reports
8. Number of apprenticeship certificates	Program Quarterly Reports
D. Intermediate Outcome (Dependent) Variables	
9. Number of program services used by individual participant	Patron Questionnaire
10. Accomplishments achieved through program	Patron Questionnaire
11. Affect of participation in program on performance of military duties	Patron Questionnaire
12. Affect of participation in program on promotion	Patron Questionnaire
14. Perceptions of program contribution to financial well being of family	Patron Questionnaire
E. Ultimate Outcome (Dependent) Variables	
17. Perceived contribution of program to satisfaction with military life	Patron Questionnaire
14. Perceptions of how program impacts concentration on duties/job	Patron Questionnaire
16. Perceptions of these services as demonstration of Navy concern for families	Patron Questionnaire
15. Perceptions of program contribution to quality of life	Patron Questionnaire
16. Perceptions of program impact on recruiting	Patron Questionnaire
17. Perception of program impact on personal readiness	Patron Questionnaire
18. Career intentions	Patron Questionnaire
19. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Patron Questionnaire


Navy College Program (NCP)
Counseling Services
Testing Services
College Programs
Tuition Assistance
Program for Afloat College Education (PACE)
Academic Skills
Service members Opportunity College
Program Inputs
Increase family satisfaction with military life
Provide support, allowing concentration on duties
Demonstrate concern for members and families
Enhance QOL
Recruiting
Readiness
Retention

Nutrition Education and Galley Program

Program Components: Nutrition posters
Nutrition training/classes
Weight management classes
Food item labels on serving line
Menus posted
PRT Coordinator conducts nutrition training
Nutrition videos

Mission-facilitating goal/purpose: Demonstrate concern for members and their families. Provide a level of support that allows members to concentrate on their duties.

Research questions:

1. How are Nutrition Education and Galley services rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Do Nutrition Education and Galley services contribute to quality of life for Navy families?
3. Are Nutrition Education and Galley services perceived to be evidence of the Navy's concern for members and families?
4. Are Nutrition Education and Galley services perceived to contribute to the ability of members to concentrate on their military duties?
5. How do galley patrons rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
6. What is the relationship with Nutrition Education and Galley satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
7. What is the association between a high versus low amount of Nutrition Education and military outcomes (i.e., recruiting, readiness, and retention)?
8. What are the differences between most successful and least successful of the Nutrition Education and Galley services across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Installation	Patron Questionnaire
B. Program Input (Intervening Variables)	
3. Funding, by component by installation	Program Quarterly Reports
4. Staffing, by component by installation	Program Quarterly Reports
5. Total revenue generated	Program Quarterly Reports
C. Immediate Outcome (Dependent) Variables	
6. Utilization: number of patrons by component	Program Quarterly Reports
7. Channel for awareness/referral to program	Patron Questionnaire
8. Amount of daily physical activity	Patron Questionnaire
9. Weekly intake of high-fat foods	Patron Questionnaire
10. Daily intake of high- versus low-fat food choices	Patron Questionnaire
D. Ultimate Outcome (Dependent) Variables	
11. Perceptions of these services as demonstration of Navy concern for families	Patron Questionnaire
12. Perceptions of how program impacts concentration on duties/job	Patron Questionnaire
13. Perceptions of program contribution to quality of life	Patron Questionnaire
14. Perceptions of program impact on recruiting	Patron Questionnaire
15. Perception of program impact on personal readiness	Patron Questionnaire
16. Career intentions	Patron Questionnaire
17. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Patron Questionnaire

Recreation Program

Program Components:

Gymnasium/Fitness Facilities
Swimming Pools
Single Sailor (Liberty) Program
Auto Skills Shop
Intramural Sports Program
Bowling Center
Library
Marinas
Park & Picnic Areas
Golf Course
Outdoor Recreation Center
Riding Stables
Information, Tickets and Tours

Mission-facilitating goal/purpose:

Demonstrate concern for members and their families.
Help to assure the health and safety of members and families.
Provide a level of support that allows members to concentrate on their duties.
Increase satisfaction with military life.

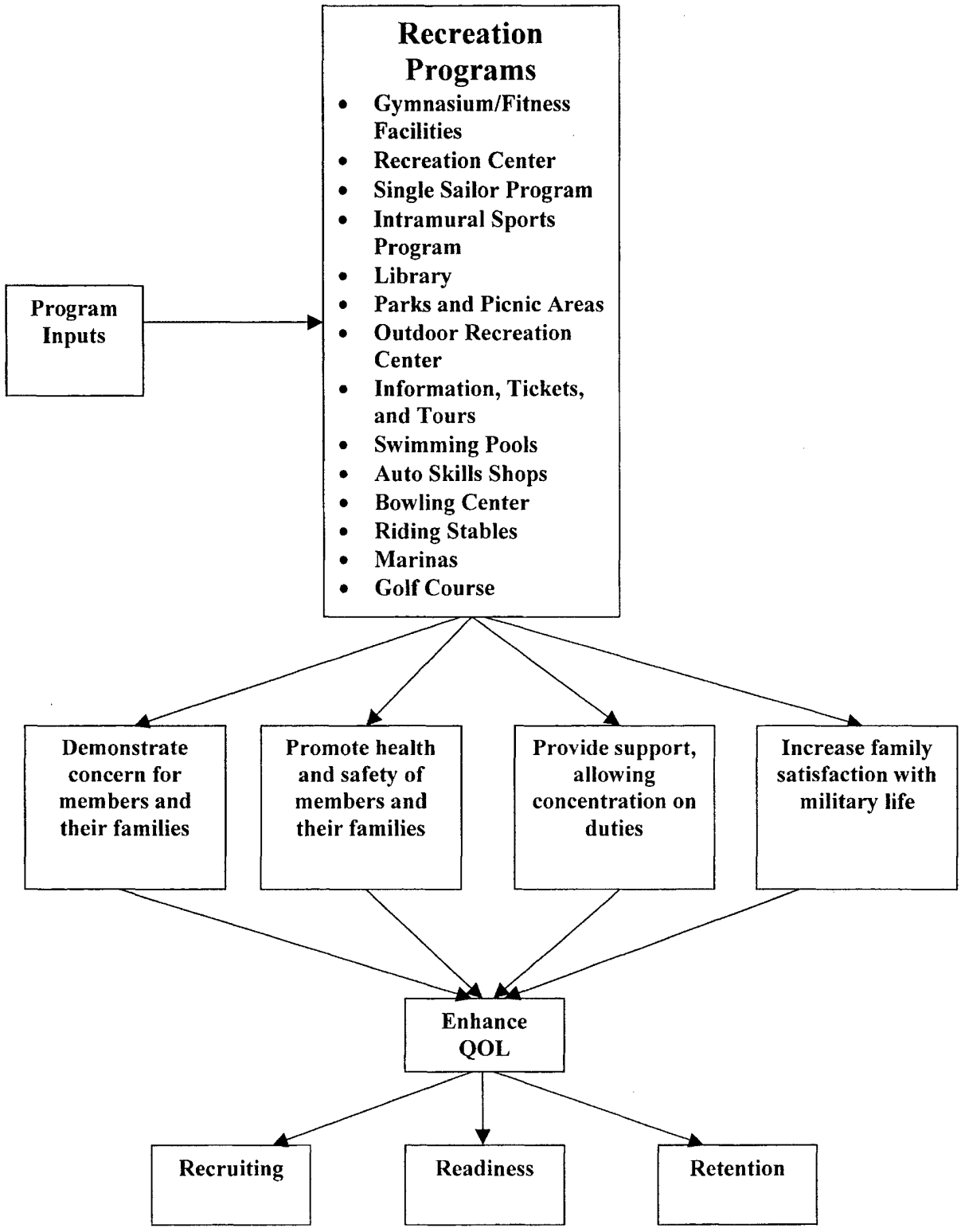
Research questions:

1. How are Recreation programs rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Do Recreation programs contribute to quality of life for Navy families?
3. What is the effect of this Recreation program on morale?
4. What impact does this program have on your social lives?
5. How would you compare this Recreation activity/facility with those in the civilian community?
6. Are Recreation programs perceived to be evidence of the Navy's concern for members and families?
7. How are Recreation programs perceived to effect the health and safety of Sailors and their families?
8. Are Recreation programs perceived to contribute to the ability of members to concentrate on their military duties?
9. How do Recreation program users rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
10. What is the relationship with Recreation program satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?

11. Which Recreation programs (i.e., Fitness, Information Tickets & Tours, Golf Courses, Intramural Sports, etc) are associated with military outcomes (i.e., recruiting, readiness, and retention)?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Component	Participant Questionnaire
2. Installation	Participant Questionnaire
B. Program Input (Intervening Variables)	
3. Funding, by component by installation	Program Records
4. Staffing, by component by installation	Program Records
C. Immediate Outcome (Dependent) Variables	
5. Utilization by component	Program Records
6. Reported frequency of use by patrons	Patron Questionnaire
7. Reported frequency of use of alternative facilities in the community	Patron Questionnaire
D. Intermediate Outcome (Dependent) Variables	
8. Patron comparisons of Navy and community facilities—frequency	Patron Questionnaire
9. Patron comparisons of Navy and community facilities—quality	Patron Questionnaire
10. Patron reports of program contribution to morale	Patron Questionnaire
11. Assessment of programs role in social life	Patron Questionnaire
E. Ultimate Outcome (Dependent) Variables	
12. Patron perceptions of these facilities as a demonstration of concern by the Navy	Patron Questionnaire
13. Assessment of program's role in health and safety of Sailors and their families	Patron Questionnaire
14. Perceptions of how program impacts concentration on duties/job	Patron Questionnaire
15. Perceptions of contribution to family satisfaction with military life	Patron Questionnaire
16. Perceptions of program contribution to quality of life	Patron Questionnaire
17. Perceptions of program impact on recruiting	Patron Questionnaire
18. Perception of program impact on personal readiness	Patron Questionnaire
19. Career intentions	Patron Questionnaire
20. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Patron Questionnaire


Recreation Programs
Gymnasium/Fitness Facilities
Recreation Center
Single Sailor Program
Intramural Sports Program
Library
Parks and Picnic Areas
Outdoor Recreation Center
Information, Tickets, and Tours
Swimming Pools
Auto Skills Shops
Bowling Center
Riding Stables
Marinas
Golf Course
Program Inputs
Demonstrate concern for members and their families
Promote health and safety of members and their families
Provide support, allowing concentration on duties
Increase family satisfaction with military life
Enhance QOL
Recruiting
Readiness
Retention

Relocation Assistance Program

Program Components: Move Information (i.e., Smooth Move, Help in Finding a Home, Settling-in Service/Loan Locker, Individual Assistance)
Destination Information (i.e., Destination Area Information/SITES, Sponsorship Program, Welcome Aboard information)
OCONUS Information (Overseas Transfer Workshops/Intercultural Relations Training)

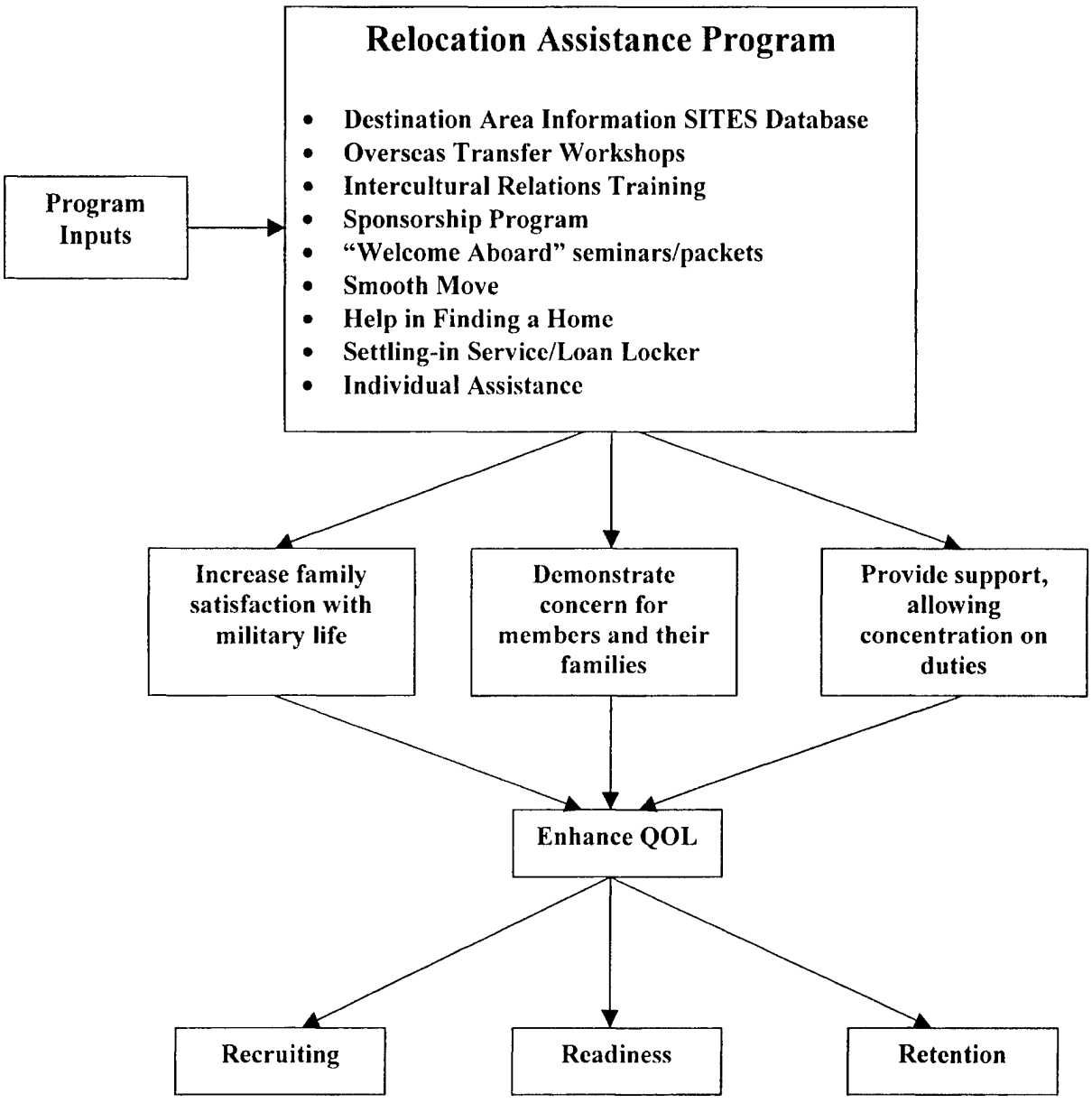
Mission-facilitating goal/purpose: Increase satisfaction with military life.
Demonstrate concern for members and their families.
Provide a level of support that allows members to concentrate on their duties.

Research questions:

1. How are Relocation Assistance programs rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. What types of moves are Sailors making (CONUS, OCONUS, etc.)?
3. When have Sailors been contacted by their sponsors (prior to PCS or after PCS)?
4. Do Relocation Assistance programs increase satisfaction with military life?
5. Are Relocation Assistance programs seen as evidence of the Navy's concern for members and families?
6. Do Relocation Assistance programs contribute to the ability of members to concentrate on their military duties?
7. Do Relocation Assistance programs contribute to quality of life for Navy families?
8. How do Relocation Assistance program users rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
9. What is the relationship with Relocation Assistance program satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
10. Which of the Relocation Assistance sub-programs (i.e., Move Information, Destination Information, or OCONUS Information) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
11. What are the differences between most successful and least successful of the Relocation Assistance programs across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Component	Client Questionnaire
2. Installation	Client Questionnaire
B. Program Input (Intervening Variables)	
3. Funding, by installation	RAP Quarterly Report
4. Staff, total by installation	RAP Quarterly Report
C. Immediate Outcome (Dependent) Variables	
5. Number of informal contacts	RAP Quarterly Report
6. Number of formal contacts	RAP Quarterly Report
7. Number of attendees (briefings, workshops, seminars)	RAP Quarterly Report
8. Number of program participants contacted by assigned sponsors	Client Questionnaire
D. Intermediate Outcome (Dependent) Variables	
9. Type of moves Sailors are making (CONUS, OCONUS, etc.)	Client Questionnaire
10. Contact from sponsor	Client Questionnaire
E. Ultimate Outcome (Dependent) Variables	
11. Perceptions of RAP contribution to family satisfaction with military life	Client Questionnaire
12. Patron perceptions of the RAP as a demonstration of concern by the Navy	Client Questionnaire
13. Perceptions of how program impacts concentration on duties/job	Client Questionnaire
14. Perceptions of program contribution to quality of life	Client Questionnaire
15. Perceptions of program impact on recruiting	Client Questionnaire
16. Perception of program impact on personal readiness	Client Questionnaire
17. Career intentions	Client Questionnaire
18. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Client Questionnaire


Relocation Assistance Program
Destination Area Information SITES Database
Overseas Transfer Workshops
Intercultural Relations Training
Sponsorship Program
"Welcome Aboard" seminars/packets
Smooth Move
Help in Finding a Home
Settling-in Service/Loan Locker
Individual Assistance
Program Inputs
Increase family satisfaction with military life
Demonstrate concern for members and their families
Provide support, allowing concentration on duties
Enhance QOL
Recruiting
Readiness
Retention

Spouse Employment Assistance Program

Program Components: Counseling (Individual Counseling, Career Counseling, and Individual Career Planning)
Job Search Resources (Job Searches, Job Fairs, and Employment Workshops)

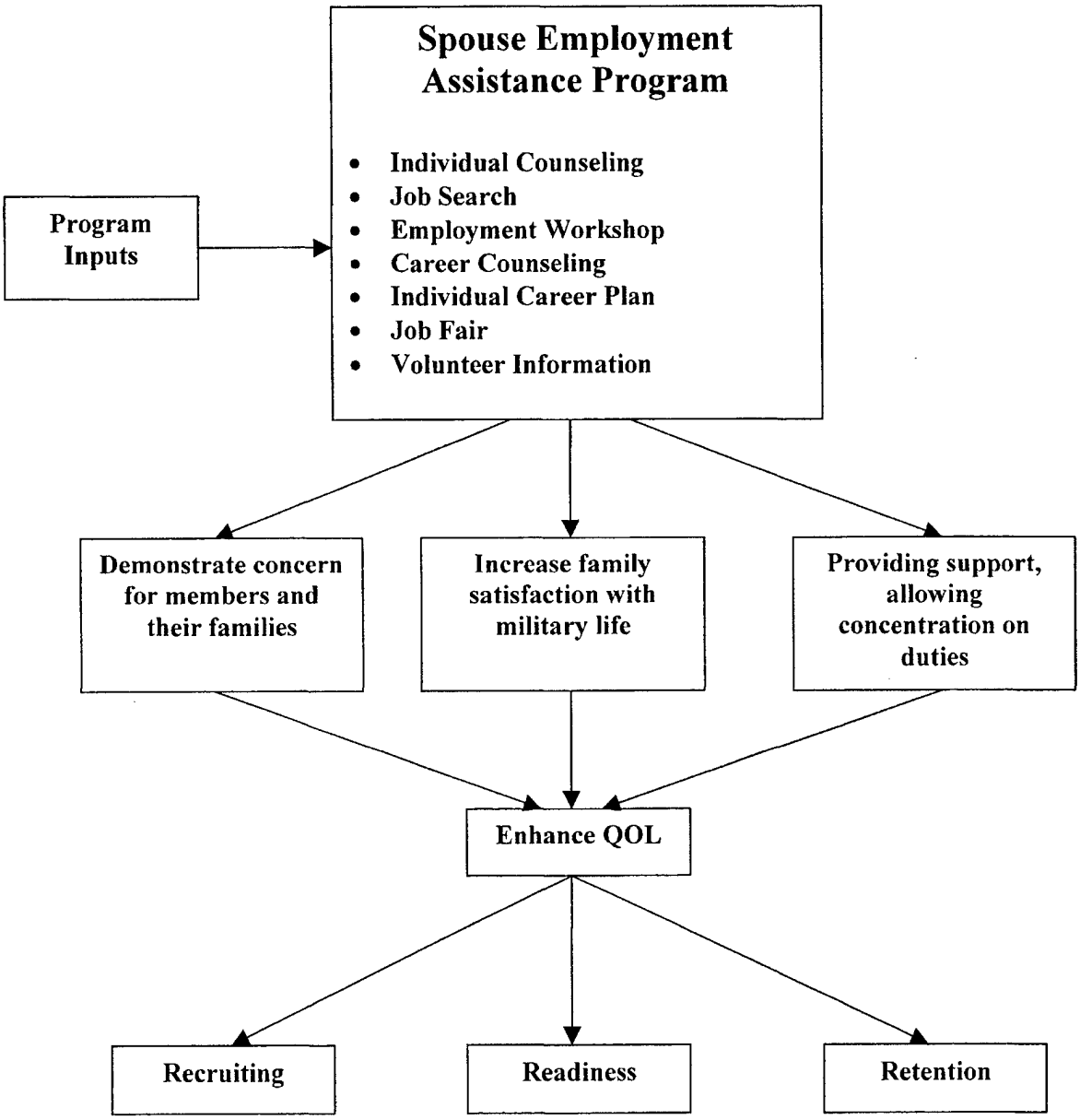
Mission-Facilitating Goal/Purpose: Demonstrate concern for members and their families.
Increase satisfaction with and adaptation to military life.
Provide a level of support that allows members to concentrate on their duties.

Research Questions:

1. How is the Spouse Employment Assistance Program rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Do Spouse Employment Assistance Program clients feel their job search skills improved as a result of the program?
3. Do Spouse Employment Assistance Program clients feel they will be more successful in finding desirable employment as a result of the program?
4. How has the Spouse Employment Assistance Program impacted the long-term financial well-being of service member families?
5. Do clients perceive the Spouse Employment Assistance Program as a demonstration of concern by the Navy for members and families?
6. Do Spouse Employment Assistance Programs contribute to satisfaction with military life?
7. Do Spouse Employment Assistance Programs contribute to the ability of members to concentrate on their military duties?
8. Do Spouse Employment Assistance Programs contribute to quality of life for Navy families?
9. How do Spouse Employment Assistance Program users rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
10. What is the relationship between satisfaction with the Spouse Employment Assistance Program and military outcomes (i.e., recruiting, readiness, and retention)?
11. Which of the Spouse Employment Assistance Programs (i.e., Counseling or Job Search Resources) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
12. What are the differences between most successful and least successful of the Spouse Employment Assistance Programs across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Program Component	Client Questionnaire
2. Installation	Client Questionnaire
B. Program Input (Intervening Variables)	
3. Funding (by component, if available), by installation	FFSC Quarterly Report
4. Staffing (professional/volunteer), by installation	FFSC Quarterly Report
5. Total number of briefings by installation	FFSC Quarterly Report
6. Total number of workshops by installation	FFSC Quarterly Report
C. Immediate Outcome (Dependent) Variables	
7. Total number of job referrals, by sponsor paygrade by installation	FFSC Quarterly Report
8. Total number of counseling clients, by sponsor paygrade by installation	FFSC Quarterly Report
9. Total number of workshops and seminars, by sponsor paygrade by installation	FFSC Quarterly Report
10. Total number individual career plans, by sponsor paygrade by installation	FFSC Quarterly Report
D. Intermediate Outcome (Dependent) Variables	
11. Number of program services used by individual client	Client Questionnaire
12. Reason for participation based on employment situation	Client Questionnaire
13. Channel for client awareness program	Client Questionnaire
14. Client perceptions of program-related improvement in job search skills	Client Questionnaire
15. Assessment of chances of getting type of job desired after program participation	Client Questionnaire
16. Perceptions of program contribution to financial well being of family	Client Questionnaire
E. Ultimate Outcome (Dependent) Variables	
17. Patron perceptions of SEAP as a demonstration of concern by the Navy	Client Questionnaire
18. Perceptions of SEAP contribution to family satisfaction with military life	Client Questionnaire
19. Perceptions of how program impacts concentration on duties/job	Client Questionnaire
20. Perceptions of program contribution to quality of life	Client Questionnaire
21. Perceptions of program impact on recruiting	Client Questionnaire
22. Perception of program impact on personal readiness	Client Questionnaire
23. Career intentions	Client Questionnaire
24. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Client Questionnaire


Spouse Employment Assistance Program
Individual Counseling
Job Search
Employment Workshop
Career Counseling
Individual Career Plan
Job Fair
Volunteer Information
Program Inputs
Demonstrate concern for members and their families
Increase family satisfaction with military life
Providing support, allowing concentration on duties
Enhance QOL
Recruiting
Readiness
Retention

Transition Assistance Management Program

Program Components:

Individual Counseling
Job Search
Employment Workshop
Career Counseling
Individual Career Plan
Job Fair
Transition Assistance Program (TAP) Class

Mission-Facilitating Goal/Purpose:

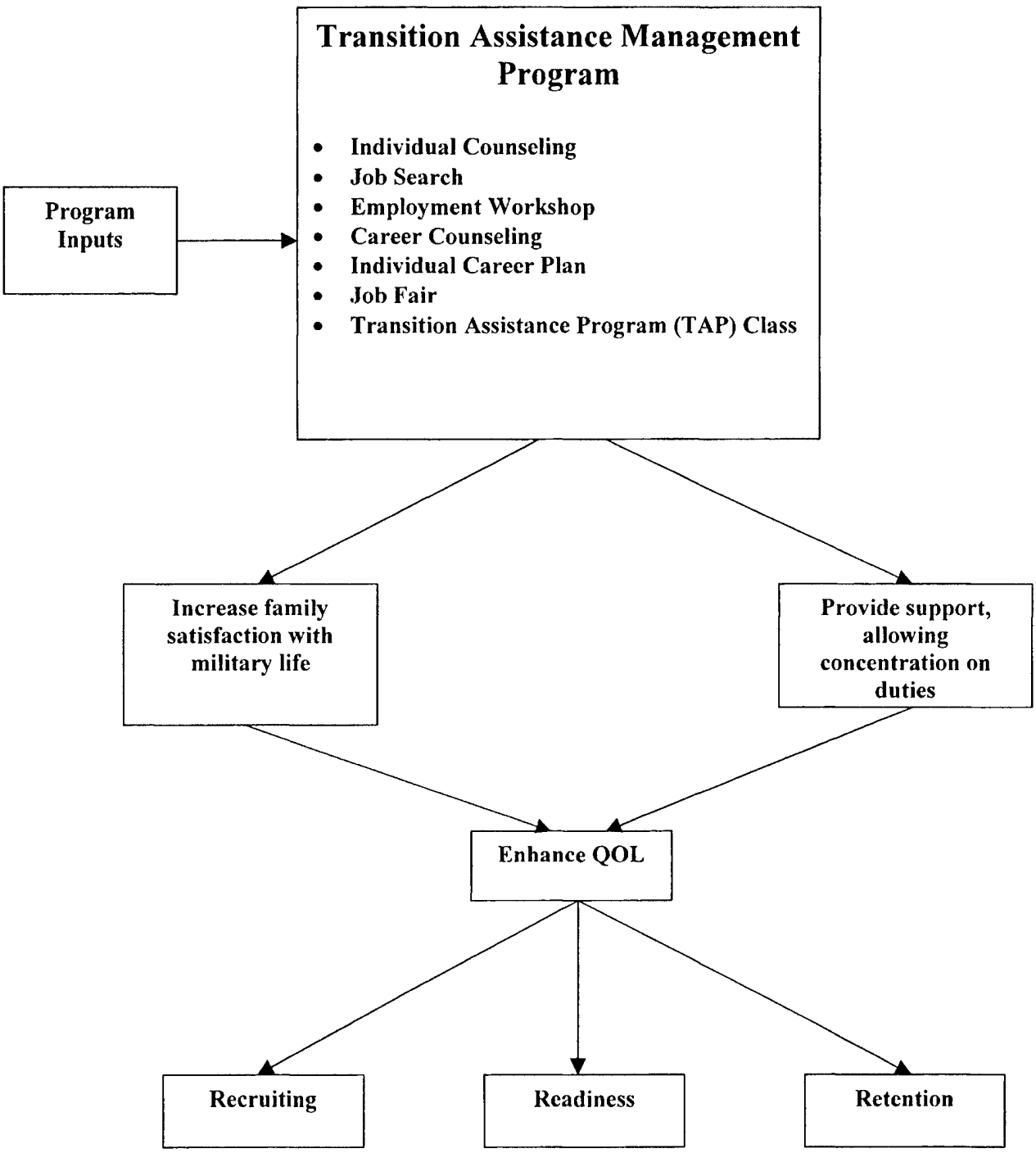
Increase satisfaction with military life.
Provide a level of support that allows members to concentrate on their duties.

Research Questions:

1. How is the Transition Assistance Program rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. Do Transition Assistance Program clients feel their job search skills improved as a result of the spouse employment program?
3. Do Transition Assistance Program clients feel they will be more successful in finding desirable employment as a result of the program?
4. How has the Transition Assistance Program impacted the long-term financial well-being of service member families?
5. Do Transition Assistance Programs contribute to satisfaction with military life?
6. Do Transition Assistance Programs contribute to the ability of members to concentrate on their military duties?
7. Do Transition Assistance Programs contribute to quality of life for Navy families?
8. How do Transition Assistance Program users rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
9. What is the relationship between satisfaction with the Transition Assistance Program and military outcomes (i.e., recruiting, readiness, and retention)?
10. Which of the Transition Assistance sub-programs (i.e., Counseling or Job Search Resources) are associated with military outcomes (i.e., recruiting, readiness, and retention)?
11. What are the differences between most successful and least successful of the Transition Assistance Programs across installations?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Program Component	Client Questionnaire
2. Installation	Client Questionnaire
B. Program Input (Intervening Variables)	
3. Funding (by component, if available), by installation	FFSC Quarterly Report
4. Staff (professional/volunteer), by installation	FFSC Quarterly Report
5. Total number of briefings by installation	FFSC Quarterly Report
6. Total number of workshops by installation	FFSC Quarterly Report
C. Immediate Outcome (Dependent) Variables	FFSC Quarterly Report
7. Total number of job referrals, by sponsor paygrade by installation	
8. Total number of counseling clients, by sponsor paygrade by installation	FFSC Quarterly Report
9. Total number of workshops and seminars, by sponsor paygrade by installation	FFSC Quarterly Report
10. Total number individual career plans, by sponsor paygrade by installation	FFSC Quarterly Report
D. Intermediate Outcome (Dependent) Variables	
11. Number of program services used by individual client	Client Questionnaire
12. Reason for participation based on employment situation	Client Questionnaire
13. Channel for client awareness program	Client Questionnaire
14. Client perceptions of program-related improvement in job skills	Client Questionnaire
15. Assessment of chances of getting type of job desired after program participation	Client Questionnaire
16. Perceptions of program contribution to financial well being of family	Client Questionnaire
E. Ultimate Outcome (Dependent) Variables	
17. Perceptions of contribution to family satisfaction with military life	Client Questionnaire
18. Perceptions of how program impacts concentration on duties/job	Client Questionnaire
19. Perceptions of program contribution to quality of life	Client Questionnaire
20. Perceptions of program impact on recruiting	Client Questionnaire
21. Perception of program impact on personal readiness	Client Questionnaire
22. Career intentions	Client Questionnaire
23. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Client Questionnaire


Transition Assistance Management Program
Individual Counseling
Job Search
Employment Workshop
Career Counseling
Individual Career Plan
Job Fair
Transition Assistance Program (TAP) Class
Program Inputs
Increase family satisfaction with military life
Provide support, allowing concentration on duties
Enhance QOL
Recruiting
Readiness
Retention

Youth Program

Program Components:

School Age Care
Youth Center Recreation Programs
Youth Sports
Teen Activities
Camps (Summer/Holiday)

Mission-facilitating goal/purpose:

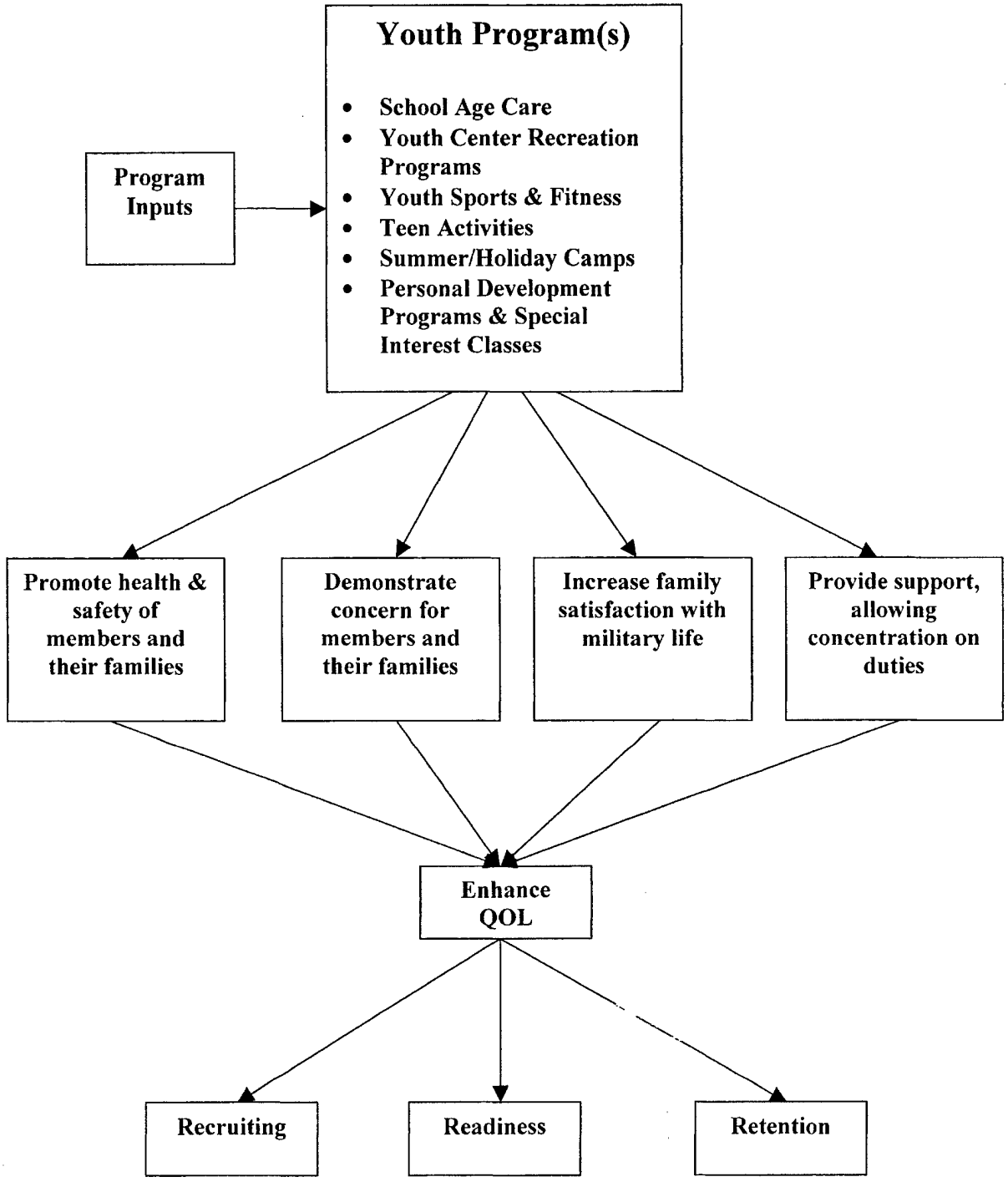
Help to assure the health and safety of Navy members and their families.
Demonstrate concern for members and their families.
Increase family satisfaction with military life.
Provide a level of support that allows members to concentrate on their duties.

Research questions:

1. How are Youth programs rated in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?
2. How does this Youth program compare with those in the civilian community?
3. How are Youth programs perceived to effect the health and safety of Sailors and their families?
4. Are Youth programs perceived to be evidence of the Navy's concern for members and families?
5. Do Youth programs contribute to satisfaction with military life?
6. Are Youth programs perceived to contribute to the ability of members to concentrate on their military duties?
7. Do Youth programs contribute to quality of life for Navy families?
8. How do Youth program users (parents) rate the program in terms of its impact on military outcomes (i.e., recruiting, readiness, and retention)?
9. What is the relationship with Youth program satisfaction and military outcomes (i.e., recruiting, readiness, and retention)?
10. Which Youth programs (i.e., School Age Care, Youth Center Recreation Programs, Youth Sports, Teen Activities, or Camps) are associated with military outcomes (i.e., recruiting, readiness, and retention)?

List of variables to be used to address research questions:

Variables	Source
A. Independent Variables	
1. Program component	Participant Questionnaire
2. Installation	Participant Questionnaire
B. Program Input (Intervening Variables)	
3. Funding, by location and component	Program Records
4. Staffing, by location and component	Program Records
5. Range of activities by location	Program Records
6. Estimated size of target population by location	
C. Immediate Outcome (Dependent) Variables	
7. Number of children involved	Youth Program Quarterly Report
8. Number of formal contacts	Youth Program Quarterly Report
9. Number of attendees (briefings, workshops, seminars)	Youth Program Quarterly Report
10. Number of program participants contacted by assigned sponsors	Participant Questionnaire
D. Intermediate Outcome (Dependent) Variables	
11. Patron comparisons of Navy and community facilities—quality	Participant Questionnaire
E. Ultimate Outcome (Dependent) Variables	
12. Assessment of program's role in health and safety of Sailors and their families	Participant Questionnaire
13. Patron perceptions of these facilities as a demonstration of concern by the Navy	Participant Questionnaire
14. Participant assessments of contribution to family satisfaction with military life	Participant Questionnaire
15. Perceptions of how program impacts concentration on duties/job	Participant Questionnaire
16. Perceptions of program contribution to quality of life	Participant Questionnaire
17. Perceptions of program impact on recruiting	Participant Questionnaire
18. Perception of program impact on personal readiness	Participant Questionnaire
19. Career intentions	Participant Questionnaire
20. Perceptions of satisfaction with program quality aspects (i.e., hours, facilities, range of services/programs, customer service, quality of services, and value for your dollar)	Participant Questionnaire


Youth Program(s)
School Age Care
Youth Center Recreation Programs
Youth Sports & Fitness
Teen Activities
Summer/Holiday Camps
Personal Development Programs & Special Interest Classes
Program Inputs
Promote health & safety of members and their families
Demonstrate concern for members and their families
Increase family satisfaction with military life
Provide support, allowing concentration on duties
Enhance QOL
Recruiting
Readiness
Retention

Appendix B
Program Evaluation Surveys

Child Care Patron Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

- **USE NO. 2 PENCIL ONLY.**
- **Do NOT use ink, ballpoint or felt tip pens.**
- **Erase cleanly and completely any changes you make.**
- **Make black marks that fill the circle.**
- **Do not make stray marks on the form.**
- **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. For your child care needs (children 5 years and younger), which program are you now using?

- ○ Navy Child Development Center
- ○ Navy Family Child Care On or Off base
- ○ Navy referrals to off-base civilian child care programs
- ○ Other military Child Development and Family Child Care Programs

4. How many children do you have enrolled in this program?

- ○ One
- ○ Two
- ○ Three or more

5. If you are not Active Duty, are you using this child care program because you:

- ○ Work full-time
- ○ Work part-time
- ○ Work as a volunteer
- ○ Are a full-time student
- ○ Are a Family Child Care Provider
- ○ Are a Child Development Center staff member
- ○ Other

6. It would be difficult to find alternate, affordable child care of similar quality if this program was not available.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

7. Having my child(ren) in this child care program contributes to my quality of life in the military.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229933-1:65432 HR06

PLEASE DO NOT WRITE IN THIS AREA

3001

8. **Providing quality child care is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **Having my child(ren) in this child care program contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **How much do you feel that this child care program contributes to the health and safety of Navy children?**

- ○ A great deal
- ○ Quite a lot
- ○ Somewhat
- ○ A little
- ○ Not at all

If you are Active Duty continue onto question 11.
If you are not Active Duty skip to question 16.

11. **Having my child(ren) in this child care program allows me to concentrate on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **What effect does hours of your child care program have on your ability to perform your job?**

- ○ Very positive effect
- ○ Positive effect
- ○ Neither positive nor negative
- ○ Negative effect
- ○ Very negative effect

13. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

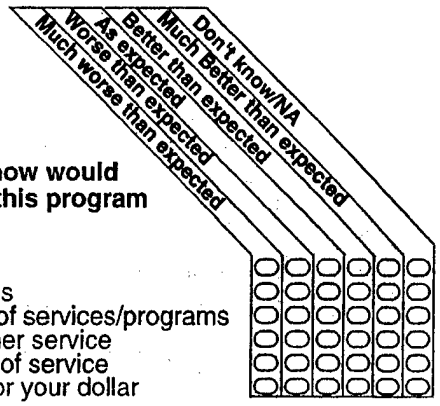
14. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of service
f. Value for your dollar

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Counseling Client Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact: Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654 or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

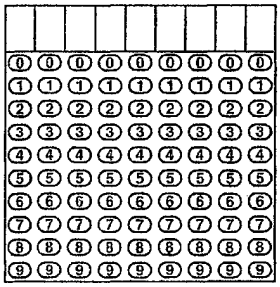
WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

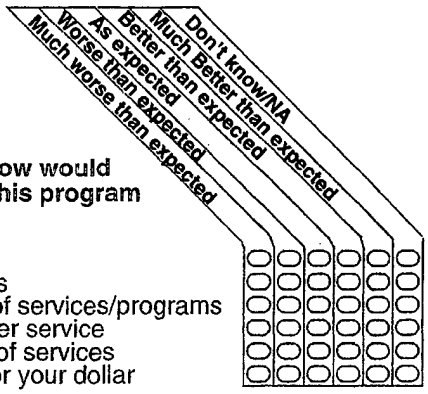
2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. Please indicate the type of counseling program you are in:

- ○ Individual Counseling
- ○ Marriage (Couples) Counseling
- ○ Family Counseling
- ○ Group Counseling

4. Overall, how would you rate this program on its...



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

5. How did you learn about the counseling programs at the Family Service Center? ***(Mark all that apply.)***

- ○ Referral by the command
- ○ Referral by a friend
- ○ Media announcement
- ○ "Welcome Aboard" or similar briefing
- ○ Other

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229932-1:65432 HR06

PLEASE DO NOT WRITE IN THIS AREA

3090

6. **To what extent has this counseling helped you with the problem that originally brought you here?**

- ○ It has helped a great deal
- ○ It has helped quite a lot
- ○ It has helped somewhat
- ○ It has not helped very much
- ○ It has not helped at all

7. **Is this the first time you have been a Family Service Center (FSC) counseling client?**

- ○ Yes
- ○ No

8. **Have you been referred to another agency or counselor to continue your counseling sessions?**

- ○ Yes, and there is a plan to continue with counseling
- ○ Yes, but there is no plan to continue
- ○ No, there has not been a referral elsewhere
- ○ No, there has not been a referral, but there is a plan to continue with counseling anyway

9. **To what extent do you think your personal relationships will change as a result of the skills you learned through this counseling? Will they:**

- ○ Greatly improve
- ○ Improve somewhat
- ○ Remain the same
- ○ Become somewhat worse
- ○ Become a lot worse

10. **The availability of this counseling service contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **My participation in this counseling contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **Providing counseling is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue onto question 13.
If you are not Active Duty skip to question 17.

13. **My participation in this counseling program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

16. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

CREDO Program Participant Questionnaire

This questionnaire is one of several to find out how Navy Personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊘ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian, please go to question 4. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪
①	①	①	①	①	①	①	①	①
②	②	②	②	②	②	②	②	②
③	③	③	③	③	③	③	③	③
④	④	④	④	④	④	④	④	④
⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤
⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥
⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦
⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧
⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨

3. Are you and your spouse both active duty military?

- ○ Yes
- ○ No

4. If married, how long?

- ○ Less than one year
- ○ 1 to 5 years
- ○ 5 to 10 years
- ○ More than 10 years

5. Which program(s) have you used? ***(Mark all that apply.)***

- ○ Personal Growth Retreat
- ○ Spirituality: CREDO II
- ○ Christian Disciplines: CREDO III
- ○ Reclaiming the Inner Child
- ○ Marriage Enrichment Retreat
- ○ Other

6. How did you learn about the CREDO program offered at this installation?

- ○ From a volunteer
- ○ From a friend
- ○ From a briefing
- ○ From a media announcement
- ○ Other

7. How do you think this program has helped you and your spouse to cope with the stresses of military life?

- ○ It has helped a great deal
- ○ It has helped quite a lot
- ○ It has helped somewhat
- ○ It has helped a little
- ○ It has not helped at all

Please continue on reverse side ⟶

8. The use of this program contributes to my quality of life in the military.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. The CREDO program contributes to my satisfaction with military life.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Not Applicable

10. Providing the CREDO Program is one way the Navy shows its concern for members and their families.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are Active Duty continue onto question 11.
If you are not Active Duty skip to question 16.

11. This program:

	Yes	No	Don't Know
a. Provides educational opportunities that lead to personal satisfaction.	○	○	○
b. Provides skills that facilitate personal relationships.	○	○	○
c. Promotes physical and psychological well being.	○	○	○
d. Helps retain qualified personnel.	○	○	○
e. Provides support that allows availability for deployment.	○	○	○
f. Helps insure health and safety of sailors and their families.	○	○	○

12. Participating in this program allows me to concentrate more on my job/duties.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Not applicable

13. This program contributes to my overall readiness.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. This program contributes to the Navy's ability to recruit.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. Which of the following statements best describes your career intentions at this time?

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. Overall, how would you rate this program on its...

	Much worse than expected	Worse than expected	As expected	Better than expected	Much better than expected	Don't know N/A
a. Hours	○	○	○	○	○	○
b. Facilities	○	○	○	○	○	○
c. Range of services/programs	○	○	○	○	○	○
d. Customer service	○	○	○	○	○	○
e. Quality of services	○	○	○	○	○	○
f. Value for your dollar	○	○	○	○	○	○

17. Do you presently live in:

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Deployment Support Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. **Are you:**

   ○ Active duty Navy Service Member
   ○ Spouse of active duty Navy Service Member
   ○ Active duty service member, other service
   ○ Spouse of active duty, other service
   ○ DoD Civilian
   ○ Retiree
   ○ Other

2. **If active duty member, please enter your SSN. If you are a civilian, please go to question 4.** ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. **If married, are both you and your spouse active duty military?**

   ○ Yes
   ○ No

4. **Overall, how would you rate this program on its...**

	Much worse than expected	Worse than expected	As expected	Better than expected	Much Better than expected	Don't know/NA
a. Hours	○	○	○	○	○	○
b. Facilities	○	○	○	○	○	○
c. Range of services/programs	○	○	○	○	○	○
d. Customer service	○	○	○	○	○	○
e. Quality of services	○	○	○	○	○	○
f. Value for your dollar	○	○	○	○	○	○

5. **Please indicate all of the sections of the program that you or your spouse have participated in:** ***(Mark all that apply.)***

   ○ Pre-deployment Program
   ○ Mid-deployment Assistance Program
   ○ "Return & Reunion" Program
   ○ "Homecoming" Program
   ○ Couples Pre-deployment
   ○ Single Sailor Deployment
   ○ Other

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229934-1:654321 HR06

PLEASE DO NOT WRITE IN THIS AREA

0996

6. **If married, is this your/your spouse's first deployment?**

- ○ Yes
- ○ No
- ○ No, but I was not married during my previous deployment

7. **To what extent do you think this program will be helpful or has been helpful to you (and your spouse if any) in coping with the stress of deployment and/or family separation?**

- ○ It helped to a great extent
- ○ It helped quite a lot
- ○ It helped somewhat
- ○ Not very much help
- ○ No help at all

8. **To what extent do you think your personal relationships will change as a result of the skills you learned through this program? Will they:**

- ○ Greatly improve
- ○ Improve somewhat
- ○ Remain the same
- ○ Become somewhat less positive
- ○ Become a lot worse

9. **The availability of deployment support contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Providing deployment support is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **The deployment support program contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue onto question 12.
If you are not Active Duty skip to question 16.

12. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **Participating and/or my spouse's participation in this program allows me to concentrate on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

17. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Financial Management Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ◒

RIGHT MARK: ●

1. Are you:

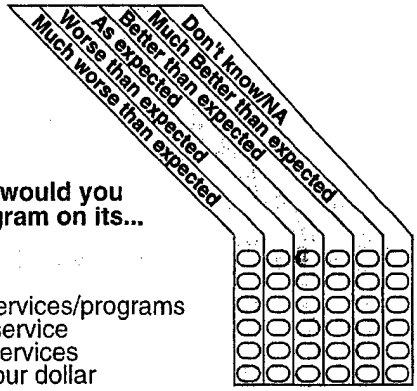
- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. Which of the program components have you attended or been part of? ***(Mark all that apply.)***

- ○ GMT/GNT
- ○ Workshops or seminars
- ○ Command Financial Specialists Training
- ○ Individual Counseling with Command Financial Specialist
- ○ Individual Counseling with FSC Financial Educator
- ○ Other



4. Overall, how would you rate this program on its...

a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

5. How did you learn of this program? ***(Mark all that apply.)***

- ○ From my Command
- ○ From a volunteer
- ○ From a friend
- ○ From a briefing
- ○ From a media announcement
- ○ Other

6. Which of the following was the primary reason for your or your spouse's participation in the financial management program?

- ○ Needing help with finances
- ○ Planning for retirement
- ○ Wanting to learn more about investment
- ○ Overwhelmed with finances
- ○ Command directed
- ○ Wanted to create a spending plan
- ○ Other

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229936-1:65432 HR06

PLEASE DO NOT WRITE IN THIS AREA

1595

7. **How relevant to your own situation were the seminars or programs you or your spouse attended?**

- ○ Extremely relevant
- ○ Quite relevant
- ○ Barely relevant
- ○ Not very relevant
- ○ Not relevant at all
- ○ N/A, have not attended any seminars or workshops

8. **As a result of this program, do you think your finances will:**

- ○ Improve a great deal
- ○ Improve quite a lot
- ○ Improve somewhat
- ○ Improve very little
- ○ Not improve at all

9. **Since you or your spouse's participation in this program, how much do you plan to change your behavior with regard to finances?**

- ○ A great deal
- ○ Quite a lot
- ○ Somewhat
- ○ A little
- ○ Not at all

10. **What effect do you think the financial skills you or your spouse learned in this program will have on the amount of stress in your life?**

- ○ Reduce stress in my life a great deal
- ○ Reduce stress in my life quite a lot
- ○ Reduce stress in my life somewhat
- ○ Reduce stress in my life very little
- ○ Make no difference in the stress in my life

11. **Providing this program is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **The availability of this program contributes to my quality of life in the Navy.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **My or my spouse's participation in this program contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are Active Duty continue onto question 14.
If you are not Active Duty skip to question 18.

14. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

16. **Participating in this program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

17. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

18. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

19. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Food and Hospitality Program Patron Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ∅ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. Do you visit this food establishment on base more often or less often than you visit similar facilities off the base?

- ○ Much more often
- ○ Somewhat more often
- ○ About the same
- ○ Somewhat less often
- ○ Much less often

4. On the average, how often do you visit this establishment?

- ○ Daily
- ○ Several times each week
- ○ Once a week
- ○ Several times each month
- ○ Once a month
- ○ Several times a year

5. At what time of day are you most likely to come here? ***(Mark all that apply.)***

- ○ Breakfast time
- ○ Lunch time
- ○ Late afternoon
- ○ Early evening
- ○ Dinner time
- ○ After dinner
- ○ Late night

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229942-1:654321 HR06

Please continue on reverse side →

PLEASE DO NOT WRITE IN THIS AREA

0998

6. **At which type of food establishment are you being asked to complete this questionnaire?**

- ○ Full-service Restaurant
- ○ Enlisted Club
- ○ Petty Officer's Club
- ○ Chief's Club
- ○ Officer's Club
- ○ All Hands Club
- ○ Catering/Conference Center
- ○ Fast Food
- ○ Snack Bar at Bowling Center
- ○ Snack Bar at Golf Course
- ○ Other

7. **What is it about this establishment that makes you want to come here?** ***(Mark all that apply.)***

- ○ Because it's convenient
- ○ Because it costs less
- ○ Because it's quick
- ○ Because it's familiar
- ○ Because it's a sociable place
- ○ Because the food is good
- ○ Because I feel comfortable here

8. **Compared to off-base restaurants, bars, or clubs in the community, does this place offer more or less opportunity for socializing?**

- ○ A lot more opportunity
- ○ Somewhat more opportunity
- ○ About the same opportunity
- ○ Somewhat less opportunity
- ○ A lot less opportunity

9. **Providing facilities, such as this one, is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Providing facilities, such as this one, contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **The availability of snack bars, restaurants, and clubs allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **Providing snack bars, restaurants, and clubs contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue onto question 13.
If you are not Active Duty skip to question 16.

13. **Facilities such as this contribute to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

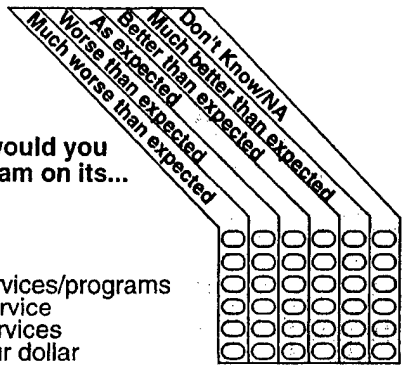
14. **Facilities such as this contribute to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Navy College Program (NCP) Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If any have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the oval.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ◔

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. Please enter your SSN.
(Write numbers in boxes, then blacken appropriate oval in each column.)

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. Do you presently live in:

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

4. Which of the following Navy College Programs are you currently using AND has the program/service(s) been a benefit to you? ***(Mark all that apply.)***

	Never used this program	Yes it has been a benefit to me	Neither	No it has not been a benefit to me
a. Navy Campus Counseling Services	○	○	○	○
b. Testing Program to include DANTES, SAT, CLEP, GED, GRE, GMAT and other tests.	○	○	○	○
c. College Programs to include technical, vocational, undergraduate, graduate and distance learning programs provided on base.	○	○	○	○
d. Tuition Assistance.	○	○	○	○
e. Program for Afloat College Program (PACE) (Renamed Navy College PACE).	○	○	○	○
f. Academic/Basic Skills Program (Renamed Navy College Learning Program).	○	○	○	○
g. Academic Skills Learning Center (Renamed Navy College Learning Center).	○	○	○	○
h. Servicemembers Opportunity College - degree completion contract that guarantees transferability of college credits.	○	○	○	○

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-230718-1:65432 HR06

PLEASE DO NOT WRITE IN THIS AREA

1777

5. **Through the Navy College Program, which of the following accomplishments have you completed?** ***(Mark all that apply.)***

- ○ Earned your high school diploma/GED
- ○ Earned an Associate degree
- ○ Earned a Bachelors degree
- ○ Earned a graduate degree
- ○ Earned a certificate
- ○ Earned academic credit for military experience
- ○ Testing Services (DANTES--e.g., SAT, ACT, CLEP, GRE)

6. **What effect do you think your participation in the Navy College Program will have on your performance of your military duties?**

- ○ My performance will improve a great deal
- ○ My performance will improve somewhat
- ○ My performance will be about the same
- ○ My performance will be somewhat worse
- ○ My performance will be much worse

7. **The Navy College Program contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

8. **Participation in the Navy College Program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **What effect do you think your participation in educational programs will have on your likelihood of promotion/advancement?**

- ○ Much greater likelihood of promotion/ advancement
- ○ Somewhat greater likelihood of promotion/ advancement
- ○ About the same likelihood of promotion/ advancement
- ○ Somewhat less likelihood of promotion/ advancement
- ○ Much less likelihood of promotion/ advancement

10. **Providing educational programs is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **This Navy College Program contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

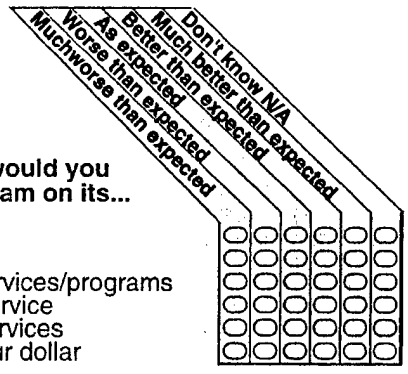
14. **Would you have been able to afford to enroll in a similar educational program without Tuition Assistance?**

- ○ Yes
- ○ Maybe
- ○ No
- ○ NA

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

17. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Nutrition Education & Galley Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. Please enter your SSN.
(Write numbers in boxes, then blacken appropriate circle in each column.)

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. Are you currently within Navy height/weight standards?

- ○ Yes
- ○ No

4. Location of the galley:

- ○ Onboard ship
- ○ Ashore

5. Does your galley label foods that are low in fat?

- ○ Yes
- ○ No

6. What kind of nutrition education does your command offer? *(Mark all that apply.)*

- ○ Nutrition posters
- ○ Nutrition training/classes
- ○ Weight management classes
- ○ Food item labels on serving line
- ○ Menus posted
- ○ PRT Coordinator conducts nutrition training
- ○ Nutrition videos
- ○ Other _____
- ○ None

7. How much physical activity do you perform in a typical day?

- ○ 0 - 10 minutes
- ○ 11 - 20 minutes
- ○ 21 - 30 minutes
- ○ 31 - 40 minutes
- ○ More than 40 minutes

8. Providing healthy food choices in the galley is one way the Navy shows concern for members and their families.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-230139-1:65432 HR06

9. Providing healthy food choices in the galley and nutrition education resources contributes to my quality of life in the military.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree or disagree
- ○ Disagree
- ○ Strongly disagree

10. Nutrition education and the availability of healthier food items in the galley allows me to concentrate more on my job/duties.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree or disagree
- ○ Disagree
- ○ Strongly disagree

11. Facilities such as this contribute to my overall readiness.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree or disagree
- ○ Disagree
- ○ Strongly disagree

12. Facilities such as this contribute to the Navy's ability to recruit.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree or disagree
- ○ Disagree
- ○ Strongly disagree

13. Overall, how would you rate this program on its...

	Much worse than expected	Worse than expected	As expected	Better than expected	Much better than expected	Don't know N/A
a. Hours	○	○	○	○	○	○
b. Facilities	○	○	○	○	○	○
c. Range of services/programs	○	○	○	○	○	○
d. Customer service	○	○	○	○	○	○
e. Quality of services	○	○	○	○	○	○
f. Value for your dollar	○	○	○	○	○	○

14. Which of the following statements best describes your career intentions at this time?

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

15. Do you presently live in:

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

16. How many servings of the following do you eat in a *TYPICAL WEEK?*

	0-1	2-3	4-5	6-7	8+
a. **Hamburger, cheeseburger**	○	○	○	○	○
b. **Whole milk or 2% milk** 1 serving = 1 cup (8 oz.)	○	○	○	○	○
c. **Fried chicken or fried fish** 1 serving = 3 oz.	○	○	○	○	○
d. **Cheese** (include cheese on pizza and burgers) 1 serving = 1 1/2 oz.	○	○	○	○	○
e. **French fries, chips**	○	○	○	○	○

17. How many servings of the following do you eat in a *TYPICAL DAY?*

	None	1	2	3	4+
a. **Lean meat, fish, or poultry** Skin removed, 1 serving = 3 oz	○	○	○	○	○
b. **Fried meat, fish, or poultry** 1 serving = 3 oz.	○	○	○	○	○
c. **Cooked dried beans** Kidney, limas, lentils, tofu, etc. 1 serving =1/2 cup	○	○	○	○	○
d. **Peanut Butter** 1 serving = 2 tablespoons	○	○	○	○	○
e. **Seeds and nuts** 1 serving = 1/3 cup nuts; 1/4 cup seeds	○	○	○	○	○
f. **Fruit or 100% fruit juice** 1 serving = 3/4 cup juice; 1 medium fruit; 1/2 cup raw, cooked, or canned fruit; 1/4 cup dried fruit	○	○	○	○	○
g. **Vegetables or vegetable juice** 1 serving = 3/4 cup 100% vegetable juice; 1 cup raw leafy vegetables; 1/2 cup raw, cooked	○	○	○	○	○
h. **Breads, cereals, pasta, rice, tortillas, crackers, rolls** 1 serving = 1 slice bread, 1/2 bagel or 1 oz. cold cereal, 1/2 cup cooked cereal, 1/2 cup rice/pasta, 5 crackers, 1 small roll	○	○	○	○	○
i. **Milk, yogurt, and cheese** 1 serving = 1 cup milk/yogurt, 1 1/2 oz. cheese, 2 oz. processed cheese	○	○	○	○	○
j. **Soft drinks, not diet** (12 oz. can)	○	○	○	○	○
k. **Glasses of water** (8 oz. glass)	○	○	○	○	○

18. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
⓪	⓪	⓪	⓪	⓪	⓪
①	①	①	①	①	①
	②	②	②	⑨	②
	③	③	③		③
	④		④		④
	⑤		⑤		⑤
	⑥		⑥		⑥
	⑦		⑦		⑦
	⑧		⑧		⑧
	⑨		⑨		⑨

Thank you for your participation!

Recreation Program Patron Questionnaire

This questionnaire is one of several to find out how Navy Personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian, please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪
①	①	①	①	①	①	①	①	①
②	②	②	②	②	②	②	②	②
③	③	③	③	③	③	③	③	③
④	④	④	④	④	④	④	④	④
⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤
⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥
⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦
⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧
⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨

3. At which of these recreational facilities/activities are you completing this questionnaire?

- ○ Gymnasium/Fitness Facility
- ○ Recreation Center
- ○ Single Sailor (Liberty) Program
- ○ Intramural Sports Program
- ○ Library
- ○ Park & Picnic Areas
- ○ Outdoor Recreation Center
- ○ Information, Tickets and Tours
- ○ Swimming Pools
- ○ Auto Skills Shop
- ○ Bowling Center
- ○ Riding Stables
- ○ Marinas
- ○ Golf Course
- ○ Other_____

4. On average, how often do you use this facility/activity for recreation?

- ○ Several times a week
- ○ Once a week
- ○ Several times each month
- ○ Once a month
- ○ Less often than once a month

5. This facility/activity contributes to my quality of life in the military.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229944-1:65432 HR06

PLEASE DO NOT WRITE IN THIS AREA

3001

6. **How often do you engage in this recreational activity off-base, at a similar facility in the civilian community?**

- ○ Several times a week
- ○ Once a week
- ○ Several times each month
- ○ Once a month
- ○ Less often than once a month

7. **What effect do you think this facility/activity has on morale at this base?**

- ○ An extremely positive effect on morale
- ○ A significant positive effect
- ○ Some positive effect
- ○ Very little positive effect
- ○ No effect on morale at all

8. **How would you compare this on base facility/activity with those in the civilian community?**

- ○ This on-base facility/activity is much better than in the civilian community
- ○ This on-base facility/activity is somewhat better
- ○ The base and civilian community facilities/activities are about the same
- ○ Civilian community facilities/activities are somewhat better
- ○ Civilian community facilities/activities are much better than on base

9. **Providing this facility/activity is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Many people say this facility/activity is an important part of their social lives. Do you agree?**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **This facility/activity helps to maintain the health of service members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue onto question 12.
If you are not Active Duty skip to question 17.

12. **Having this facility/activity allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **This facility/activity contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **This facility/activity provided by the Navy contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **This facility/activity contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

16. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

17. **Overall, how would you rate this program on its...**

	Much worse than expected	Worse than expected	As expected	Better than expected	Much better than expected	Don't know N/A
a. Hours	○	○	○	○	○	○
b. Facilities	○	○	○	○	○	○
c. Range of services/programs	○	○	○	○	○	○
d. Customer service	○	○	○	○	○	○
e. Quality of services	○	○	○	○	○	○
f. Value for your dollar	○	○	○	○	○	○

18. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

19. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Relocation Assistance Program Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. Which of the program components have you or your spouse used or been part of? ***(Mark all that apply.)***

- ○ Destination Area Information SITES Database
- ○ Overseas Transfer Workshops
- ○ Intercultural Relations Training
- ○ Sponsorship Program
- ○ "Welcome Aboard" seminars/packets
- ○ Smooth Move
- ○ Help in Finding a Home
- ○ Settling-in Service/Load locker
- ○ Individual Assistance
- ○ Other

4. Did you hear from your assigned sponsor? ***(Mark all that apply.)***

- ○ Before your PCS move
- ○ After arrival at your new station
- ○ I have had no contact with my sponsor

5. Are you and your spouse both active duty military?

- ○ Yes
- ○ No
- ○ N/A, not married

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229945-1:65432 HR06

PLEASE DO NOT WRITE IN THIS AREA

1902

6. **Is this move:**

- ○ CONUS to CONUS
- ○ CONUS to OCONUS
- ○ OCONUS to CONUS
- ○ OCONUS to OCONUS
- ○ CONUS to Ship
- ○ Ship to CONUS
- ○ OCONUS to Ship
- ○ Ship to OCONUS
- ○ Ship to Ship

7. **The Relocation Assistance Program provided by the Navy contributes to my satisfaction with military life.**

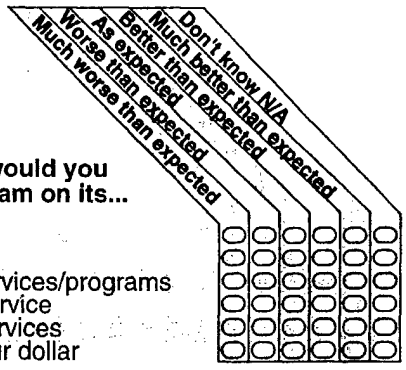
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

8. **Providing relocation assistance is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **Having a program, such as this one, contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree



10. **Overall, how would you rate this program on its...**

a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

If you are Active Duty continue onto question 11.
If you are not Active Duty skip to question 15.

11. **Participating in the Relocation Assistance Program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

15. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

16. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Spouse Employment Assistance Program Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technololgy may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. Active duty, please enter SSN. If you are a civilian go to question 3.
(Write numbers in boxes, then blacken appropriate circle in each column.)

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. Which of the program components have you used or been part of? *(Mark all that apply.)*

- ○ Individual counseling
- ○ Job search
- ○ Employment workshop
- ○ Career counseling
- ○ Individual Career Plan
- ○ Job Fair
- ○ Other

4. How did you learn of this program?

- ○ From a volunteer
- ○ From a friend
- ○ From a briefing
- ○ From a media announcement
- ○ Other

5. Which of the following best describes the civilian partner's situation?

- ○ Preparing to enter the job market for the first time
- ○ Preparing to re-enter the job market after a period of unemployment
- ○ Preparing to re-enter the job market after a recent PCS move
- ○ Seeking to upgrade skills in order to enter a new job field
- ○ Seeking another job in the same field as previous employment
- ○ Other

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229947-1:65432 HR06

PLEASE DO NOT WRITE IN THIS AREA

1595

6. **As a result of this program, do you think your job skills have:**

- ○ Improved a great deal
- ○ Improved quite a lot
- ○ Improved somewhat
- ○ Improved very little
- ○ Not improved at all

7. **Since participating in this program, do you think your civilian partner's chances of getting the type of job they want are:**

- ○ Much better than before
- ○ Quite a bit better than before
- ○ Somewhat better than before
- ○ Just barely better than before
- ○ The same as before

8. **How much will the services of this program contribute to the financial well-being of your family in the long run?**

- ○ A great deal
- ○ Quite a lot
- ○ Somewhat
- ○ A little
- ○ Not at all

9. **The availability of this program contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Providing spouse employment assistance is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **Participating in this program has contributed to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are Active Duty continue onto question 12.
If you are not Active Duty skip to question 16.

12. **Participating in this program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

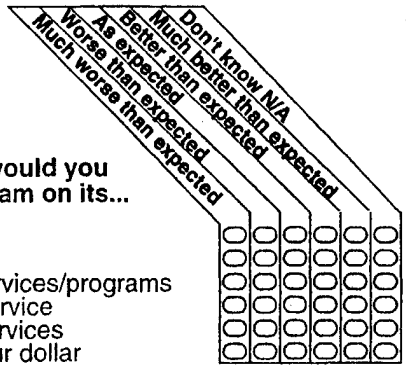
14. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Transition Assistance Management Program Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not effect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

- **Use a No. 2 pencil only.**
- **Do not use pens with ink that soaks through the paper.**
- **Make solid marks that fill the response completely.**
- **Make no stray marks on this form.**

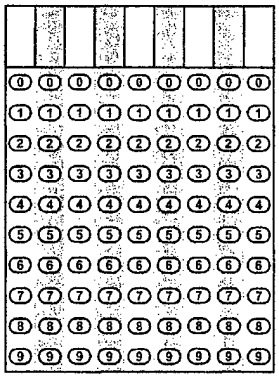
INCORRECT: ⊘ ⊗ ⊖ ⊙

CORRECT: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy service member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. Active duty, please enter SSN. If you are a civilian, go to question 3. *(Write number in boxes, then blacken appropriate circle in each column.)*



3. Which of the program components have you used or been part of? *(Mark all that apply.)*

- ○ Individual counseling
- ○ Job search
- ○ Employment workshop
- ○ Career counseling
- ○ Individual Career Plan
- ○ Job Fair
- ○ Other

4. How did you learn of this program?

- ○ From a Command Career Counselor
- ○ From a friend
- ○ From a briefing
- ○ From a media announcement
- ○ Other

5. Which of the following best describes your situation? *(Mark one only.)*

- ○ Preparing to enter the civilian job market for the first time
- ○ Preparing to re-enter the job market after military retirement
- ○ Preparing to re-enter the job market after a period of active duty
- ○ Seeking to upgrade skills in order to enter a new job field after separation
- ○ Other

6. As a result of this program, do you think your job skills have:

- ○ Improved a great deal
- ○ Improved quite a lot
- ○ Improved somewhat
- ○ Improved very little
- ○ Not improved at all

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EW-231482-1:654321 HR06

PLEASE DO NOT WRITE IN THIS AREA

0017

7. **Since participating in this program, do you think your chances of getting the type of job you want are:**

- ○ Much better than before
- ○ Quite a bit better than before
- ○ Somewhat better than before
- ○ Just barely better than before
- ○ The same as before

8. **How much will the services of this program contribute to the financial well-being of your family in the long run?**

- ○ A great deal
- ○ Quite a lot
- ○ Somewhat
- ○ A little
- ○ Not at all

9. **The availability of this program contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Participating in this program has contributed to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are ***Active Duty*** *continue to question 11. If you are not Active Duty, skip to question 15.*

11. **Participating in this program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

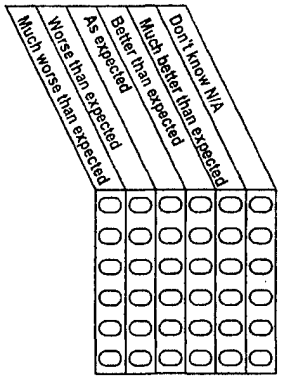
13. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement.
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intend to remain on active duty, but I am being involuntarily separated

15. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

16. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

17. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	2	2
	3	3	3	3	3
	4		4	4	4
	5		5	5	5
	6		6	6	6
	7		7	7	7
	8		8	8	8
	9		9	9	9

Thank you for your participation!

Youth Programs Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact: Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654 or email: Michael.Schwerin@pernet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

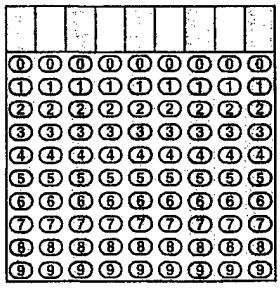
WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. In which of these Navy-sponsored programs is your child (or children) involved? ***(Mark all that apply.)***

- ○ School Age Care (before & after school programs)
- ○ Youth Center Recreation Programs
- ○ Youth Sports & Fitness
- ○ Teen Activities
- ○ Summer/Holiday Camps
- ○ Personal development programs and special interest classes
- ○ Other

4. In which of the following programs in the civilian community has your child (or children) been involved? ***(Mark all that apply.)***

- ○ Youth Center
- ○ Youth sports
- ○ Teen activities
- ○ Summer camps
- ○ Other

5. Overall, how do you think the NAVY youth programs compare to those in the civilian community?

- ○ NAVY programs are much better
- ○ NAVY programs are somewhat better
- ○ NAVY and civilian programs are about the same
- ○ Civilian programs are somewhat better
- ○ Civilian programs are much better
- ○ No opinion

Please continue on reverse side →

DesignExpert™ by NCS Printed in U.S.A. Mark Reflex® EM-229927-1:65432 HR06

PLEASE DO NOT WRITE IN THIS AREA

3115

6. **Your child's health and safety are closely safe-guarded while engaged in activities of the youth programs.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

7. **Providing youth programs on base is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

8. **The Youth Programs provided by the Navy contribute to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **The Youth Programs contribute to my family's satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are Active Duty continue on to question 10.
If you are not Active Duty go to question 14.

10. **Participation in the Youth Programs allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

14. **Overall, how would you rate this program on its...**

	Much worse than expected	Worse than expected	As expected	Better than expected	Much better than expected	Don't know N/A
a. Hours	○	○	○	○	○	○
b. Facilities	○	○	○	○	○	○
c. Range of services/programs	○	○	○	○	○	○
d. Customer service	○	○	○	○	○	○
e. Quality of services	○	○	○	○	○	○
f. Value for your dollar	○	○	○	○	○	○

15. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

16. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
⓪	⓪	⓪	⓪	⓪	⓪
①	①	①	①	①	①
	②	②	②	⑨	②
	③	③	③		③
	④		④		④
	⑤		⑤		⑤
	⑥		⑥		⑥
	⑦		⑦		⑦
	⑧		⑧		⑧
	⑨		⑨		⑨

Thank you for your participation!

Distribution

Commander Navy Personnel Command (PERS-6)
Director, Morale, Welfare, & Recreation (PERS-65)
Director, Fleet and Family Service Center Programs (PERS-66)
Director, Ashore Readiness Division (OPNAV N460)
Director, Community Support Programs (OPNAV N467)
Commander Navy Personnel Command (PERS-00N)